



Community Chaplaincy Norfolk

Final Grant Monitoring Report

To the Office of the Police and Crime Commissioner for Norfolk

As at the 31st of March 2020

The Award

Community Chaplaincy Norfolk (CCN) were awarded a total of £31,800 to deliver a project between the 1st of February 2019 and the 31st of March 2020, meeting the Office of the Police and Crime Commissioner for Norfolk (OPCCN) Commissioning themes of (i) support/reduce demand on Criminal Justice Agencies and (ii) the Rehabilitation of Offenders.

CCN has worked alongside offenders, ex-offenders and their families, offering mentoring and holistic support within prison, through the prison gate and in the wider community. The scheme is open to offenders of any faith or none. CCN supports clients towards changes in attitude and behaviour, to enable desistance from crime, reducing the likelihood of returning to prison and improving the chances of reintegration into the community.

Through provision of Volunteer Mentors offering regular appointments, CCN gives clients support to engage with positive activities, reducing likelihood of the continuation of addictive or anti-social behaviours by identifying and encouraging personal interests, working towards engagement in education, training or employment.

The scheme has operated seamlessly throughout the funded period.



CCN Poster, as displayed in HMP Norwich

Origins of CCN

Nurtured into existence through a combination of support from the House of Genesis (Accommodation and Rehabilitation for ex-offenders in Norwich), initial funding from the Allen Lane Foundation, membership within the national Community Chaplaincy Association and the intensive

efforts of CCN Trustees with the original Co-Ordinator, Reverend Susan Carne, CCN was constituted as a Charitable Incorporated Organisation on November 6th 2018.

The support and encouragement from Lorne Green and the OPCCN was instrumental from the outset, and we are hugely grateful for the initial and subsequent grant funding which has enabled the project to be set up and function. Contributions of £20,100 for the period between 1st Feb 2017 – 31st Jan 2019 and then £31,800 for 1st Feb 2019 - 31st March 2020.

For a comprehensive history of CCN please see <https://norfolkchaplaincy.org.uk/wp-content/uploads/2019/07/The-Journey-So-Far.pdf>

Overall Progress 1st February 2019- 31st March 2020

Trustees and Governance

Like many organisations, CCN has experienced some growing pains since inception, a turbulent period between March and July 2019 saw significant changes in Board membership, with a number of resignations and appointments. The steady presence of Val Dodsworth MBE, retired probation officer and Trustee at The House of Genesis, provided continuity during the appointment of a new Chair of Trustees. Trustee meetings are held monthly.

As at 31st March 2020 the Board of Trustees comprises: -

Rev. Matthew Hutton- Chair (from 10th July 2019); Ordained Minister in the Church of England, Farmer and retired Tax Lawyer.

Chris Tomlinson – Deputy Chair Vet and Veterinary Practice Manager.

Rev. Paulo Mussi - (from 23 October 2019); Ordained Minister in the Baptist Church, Church and Community Minister at Norwich Central Baptist Church (NCBC), and Minister of the Portuguese Speaking Church at NCBC.

Clare Kybird (from 23 October 2019); Semi-retired librarian and book valuer, former librarian at HMP Blundeston.

Martin Edwards (from 20th February 2020); Governor, Head of Reducing Re-offending at HMP Norwich.

We are in the process of putting together a CCN Advisory Forum, comprised of individuals from the Prison Service, the Police, Courts, Probation, Local Government, the Church and those with lived experience of the Criminal Justice Service to meet bi-annually to enhance the creative development of CCN. We envisage this would give us the advantage of having recourse to a selection of expertise without the need for the level of commitment required as a formal Trustee.

We held our first AGM on the 20th of November 2019, well attended by clients, mentors, professionals from other agencies, the local press and members of the Norfolk business and church communities, this was an excellent opportunity to raise our profile.

See <https://www.edp24.co.uk/news/norwich-wayland-prison-inmates-support-charity-help-1-6393625> for further local press coverage of the event.

Norfolk community charity working to help ex-offenders appeals for financial support

DANIEL MOXON

Daniel.Moxon@norwich.co.uk

Its mentors spend their time helping others, but now a Norfolk charity is appealing for support to continue their work.

Community Chaplaincy Norfolk (CCN), a member of the Community Chaplaincy Association covering England and Northern Ireland, has a dozen mentors who support those recently released from prison at HMP Norwich and HMP Weyland.

But the charity wants to recruit more volunteer members and secure more funding going forward to support their work.

Speaking at their first AGM on Wednesday, November 20, board of trustees chairman the Rev Matthew Hutton warned that their current funding via grants from the Office of the Police and Crime Commissioner for Norfolk, Lorne Green, soon expires.

He said: "Our budget for 2019/20 suggests that on March 31 next year we will have no more than two months' expenditure in the bank."

"At that point our current funding will have come to an end and so we now are in active search for some £180,000 payable over a 40-month period, or £4,000 a month, from next April."

CCN's mentors work with ex-offenders from the day of release from prison to help support their transition back into society.

They currently support 18 former inmates at Norwich and Weyland prisons, but are looking to accept referrals from others across the county.

Project leader Melanie Wheeler is at the head of a recruitment drive, trying to find more mentors



CCN project leader Melanie Wheeler, centre, with new mentors Marcia Fenwick, left, and Doreen Cochrane. Inset, CCN board of trustees chairman the Rev Matthew Hutton

Picture: KEITH MORRIS/NORFOLK.CO.UK



of all faiths and none to help with their work.

She said: "When ex-offenders come out of prison they often face bewilderment at an unrecognizable society which can be alien to them. Even crossing

the road can be difficult or using the internet and adapting to freedom of making own choices. In prison the pace of life is slow and every minute of time is controlled - they are told what to do, when and for how long.

"Our mentors can offer practical help - accompanying

clients to appointments, mediating, offering advice, access to other provision, locating and accessing services.

"We can help clients to look for accommodation through the Pathways service, and finding meaningful activities to stave off boredom - which is often a trigger

for offending behaviour - building their self-worth."

If you can help with funding or want to volunteer as a mentor, contact Melanie at manager@norfolkchaplancy.org.uk. Quotes courtesy of www.networknorwich.co.uk.

Article about CCN's AGM from The Evening News, November 2019

Staff

The original Co-ordinator, Susan Carne, left CCN at the end of July 2019, having established a strong foundation for the organisation. The interim period between Susan's departure and the appointment of a new Project Leader understandably had a significant impact on the interim functioning and development of CNN but was an opportunity for Trustees to review and refresh the structure and aims of the organisation. During this period work with existing clients and mentors continued, but no expansion or development was possible.

CCN currently has two paid members of staff: Mel Wheeler took up the post of Project Leader on the 14th of October 2019. She brings 16 years' experience in supporting families and vulnerable young people affected by substance misuse in the Voluntary Sector in Norfolk and is a Director of two non-profit organisations, working in the outdoors with those facing multiple life challenges.

Paula Callam, Administrator, who is paid for 10 hours per week and is otherwise working voluntarily, has some experience, both practical and administrative running a project for the underprivileged in Antigua.

The Project Leader's role is to meet and select clients in the relevant prisons, match them to volunteer mentors and oversee the mentoring process. She also works alongside a free-lance Business Development consultant to implement the CCN Fundraising and Development plans. The Administrator performs the basic administration tasks. Together, they recruit prospective mentors and lead the six-week initial training course. The Project Leader provides mentor support and with the Administrator, arranges bi-monthly mentor training/briefing sessions.

Staff development

Both the previous and current Project Leader have benefited enormously from the opportunity to shadow the Chaplaincy team engaged by the Prison Service, learning from those with more experience, about the practicalities and subtleties of providing a service to prisoners.

Relationship with the Community Chaplaincy Association (CCA)

We are members of the National CCA, an umbrella organisation for autonomous community chaplaincies across the UK. We receive support and information from the CCA, including the use of a client management database system (Iizuka), which we use to confidentially record and store client information and generate reports and statistics about our work. The majority of the assessment and evaluation tools CCN use are provided by the CCA. See appendix one for examples of the Pathway Assessment and appendix two for the Internal Change Form we use with clients.

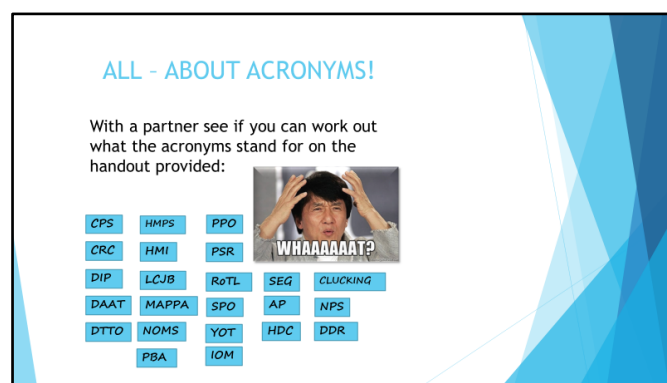
The CCA has also provided us with resources such as template policies and procedures and a training course for Volunteer Mentors, which we have adapted and made locally relevant for our own use.

Mentors

The heart of the CCN project is the recruitment, training and retention of Volunteer Mentors who work closely with allocated clients to offer relevant, non-judgemental support, advocacy and signposting to facilitate effective re-integration into wider society after a custodial sentence, with the aim of reducing re-offending rates.

Achievements – a growing team of quality volunteers

CCN have delivered three mentor training courses during the period covered by this report, educating a total of 15 people, three of the 15 were clients, two were unsuitable as mentors, one was a mentor refreshing their training following a break and five upskilling from agencies that we have connections with. Of these 4 have actively engaged in mentoring for CCN. We were in the process of training a further 13 people before the Corona virus lockdown measures came into force and hence curtailed the training. We had completed four of the sessions and hope to complete the remaining two sessions using a video link.



Example of a Power-point slide from CCN mentor training

We have developed the current training course from the National CCA templates, based on feedback from previous participants to make it more pertinent to the needs of CCN mentors. Each course runs for six consecutive weeks and comprises a weekly two-hour interactive session covering CCN operations, the Criminal Justice System, effective communication and change, boundaries, policy and procedure.

Three CCN clients have taken part in mentor training during this period, two partially completed the course, making valuable contributions from their personal experience, their insight was much appreciated by the other trainees. One client completed the whole six week course, and was on track to become a mentor, but as an IPP (Imprisonment for Public Protection) prisoner, he was unfortunately recalled to prison following a minor violation of his parole licence, where he is still awaiting a parole review. To read more about IPP's please see <https://www.justice.gov.uk/downloads/legislation/bills-acts/legal-aid-sentencing/ipp-factsheet.pdf>.

We have established a rota of volunteers who populate the drop in facility at St Stephen's Church café on behalf of CCN. We have a regular presence here at least 4 days per week, to support any clients or potential clients, who drop in.

We hold a Mentors Group meeting every six weeks. This evening get-together provides an opportunity for mentors to meet their peers over a shared meal and listen to a guest speaker relevant to their role. Guest speakers answer questions and bring resources to share. To date speakers have included the Head of Chaplaincy from HMP Norwich, a Sergeant from the 180 Team for Persistent and Prolific Offenders, members of the DWP Complex Needs Team at Kiln House, and a specialist on the topic of Modern Day Slavery from the St Thomas' Trust. We have also offered inhouse training on the topics of Safeguarding Awareness and Professional Boundaries/Self Care.

"The Monday evening talks are very useful and allow us to ask specific questions concerning our individual cases. The training days I have attended have been well structured and informative, with well-chosen speakers. "

Marcia, Volunteer Mentor

"As someone who came to CCN with virtually no experience of ex-offenders and the problems they face on release, I've found the Mentor Support Group evenings very helpful and educational. The DWP interactive session and Fr Paulinus's talk on his role as a Prison Chaplain were both very good and helped me to get a broad picture of the various agencies working with our clients at various stages of their 'journey'. I also find the individual Mentor Review Meetings you have instituted very helpful. It's good to regularly review how things are going with a client and your input and advice has been invaluable."

Martin, Volunteer Mentor

The Project Leader offers 1-2-1 support sessions with each mentor, face to face or by telephone at 6-8-week intervals, which gives opportunity to discuss client issues, identify training needs and address any concerns either party may have. Written notes, including any action points are recorded for each session. The Project Leader and Administrator are also available for informal, ad-hoc support to mentors.

We held an informal barbecue event for clients and mentors in August 2019, a relaxing event to promote positive socialising amongst and between members of the CCN community. One of the CCN clients took great pride in cooking the barbecue for his peers and the others attending. A similar event is planned for June 2020.

The Project Leader sends out an information newsletter to all mentors by email approximately every 2-3 weeks, incorporating useful websites, documents and articles relevant to CCN mentoring work. See below for an example.

Good afternoon to you,

I hope all is well and I am looking forward to seeing some of you at the Mentor's meeting next Monday evening. I will start with the request: -

Is anyone free to participate in tending a CCN stall at the Caritas festival please? Caritas East Anglia Festival will take place in Norfolk, at St George's parish church, Sprowston Road, Norwich, on Saturday 28th March (10am-4pm). The Festival is an opportunity to celebrate sharing God's love and is a platform for parish groups involved in social outreach work to tell others about your work. It would involve setting up a table with leaflets and banners and talking with interested parties about our work - the aim for CCN is to generate prayer support, potentially financial support and raise our profile. Please let me know asap if you could do this.

Training Thank you to everyone who has responded to my messages about training. The mental health first aid course is now full.

There are still places available on April 1st, 2020 7pm-9.30pm at the Kings Centre, King Street Norwich, for the drug and alcohol awareness session. Let me know if you would like to attend and have not already booked a place.

For anyone who is actively mentoring for CCN, we are able to pay for you to attend a workshop about how the brain reacts to trauma and ways to overcome it. If you are interested, please buy your own ticket here and reclaim the amount using your usual expense claim form. Tickets can be found here: - <https://www.eventbrite.co.uk/e/workshop-norwich-treating-trauma-tickets-92678332387> there are dates in March and in May.

Information

Breakeven offers support around problem gambling:
<http://www.breakeven.org.uk/?AspxAutoDetectCookieSupport=1>

Free counselling for people with gambling-related issues, including affected partners, family members and friends, with no waiting list. This can be Face to Face, remote counselling via Telephone or video calling. Call 01273833722 or email info@breakeven.org.uk for more information.

Mind - have a comprehensive website for information and advice about many different aspects of mental health. A large proportion of the prison population are diagnosed with personality disorders - you can read about these conditions here <https://www.mind.org.uk/information-support/types-of-mental-health-problems/personality-disorders/about-personality-disorders/>

Please find attached: -

A Debt Advice leaflet produced by Christians Against Poverty (CAP)

A Bereavement Directory - services which offer support.

The Norwich Food Alliance Food Poverty Action Plan - details of places which offer free/low cost meals plus recommendations for ways of reducing food poverty.

The Norfolk Supported Housing Directory - details of hostels and other accommodation around Norfolk.

I do hope some of this is useful in your client work and thank you for everything that you do, it is valuable and appreciated by me and our clients too. 🙏

Example of CCN Mentor newsletter

We are investing in our volunteer Mentors by commissioning a bespoke day of inhouse training in Mental Health First Aid, as well as offering mentors’ opportunities to attend drug and alcohol awareness sessions, continuing professional development about the 12 step fellowship, Narcotics Anonymous, a course about Universal Credit and a CPD session on working with trauma.

Challenges - reporting and recording

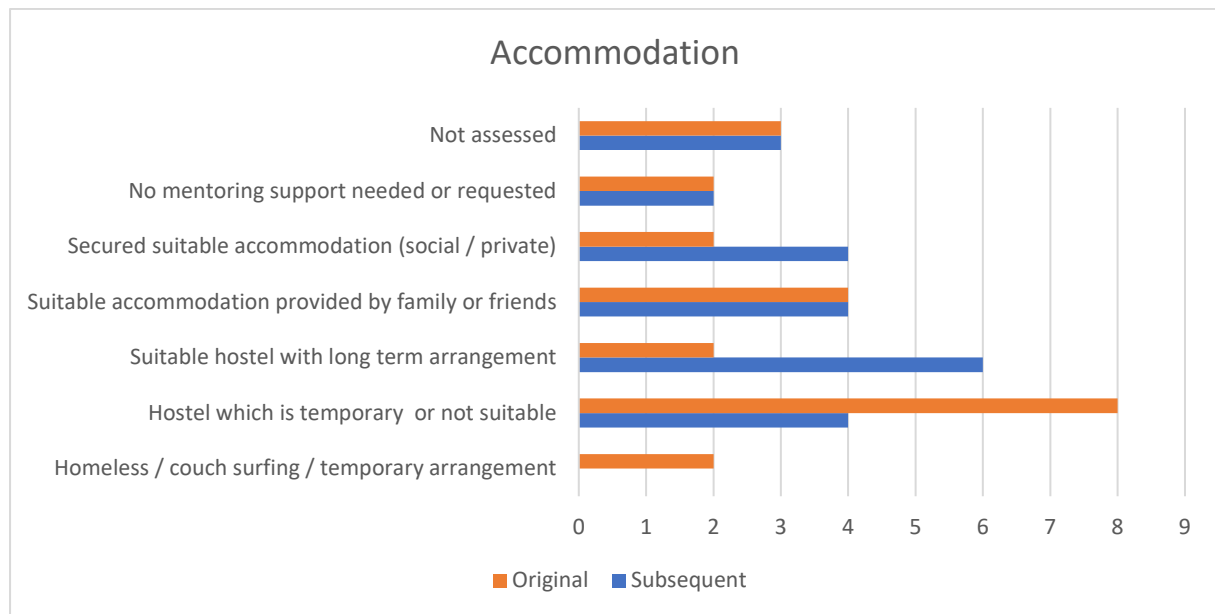
We utilise the CCA database, lizuka, to manage and record client information. Some of our mentors find this easier than others. Wherever possible we complete an initial assessment form with clients whilst they are still in custody. This form is called a “Pathway Assessment” (see Appendix 1). This records information on eleven issues i.e. Accommodation; Finance & Debt; Mental Health; Physical Health; Substance Misuse; Education & Training; Employment Support; Family; Domestic Abuse; Sex Work & Sexual Abuse and Self Harm.

We attempt to do an initial assessment with clients as soon as possible to provide a baseline measure of the position of the client at the start of their period with the initiative. Unfortunately, it has not been possible to carry out this assessment with all the clients we have encountered. Sometimes the clients have not engaged with the initiative for long enough to get the assessment done. Some clients are a bit unstable at the start of their engagement with us, so there is a delay in being able to do the assessment.

However, we have been able to do the assessment with 23 clients during the period covered by this report, a number of them have been with us for some time and there have been subsequent alterations in their position so we are able to see that they have moved on with their life.

An analysis of our Pathway Assessment data 1st of February 2019 and the 31st of March 2020

Accommodation



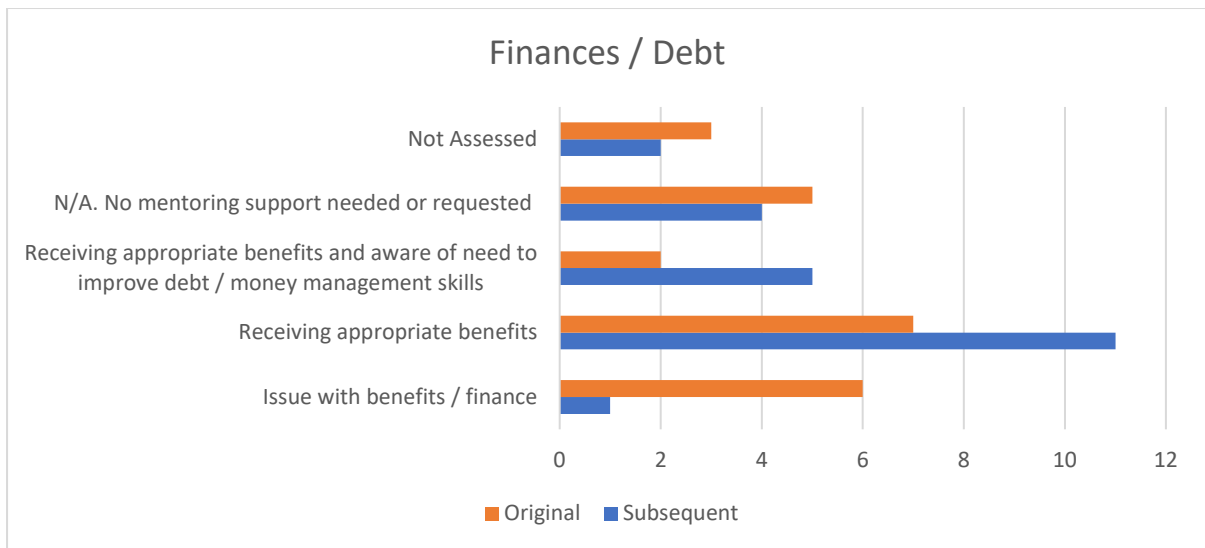
Most of the clients were originally assessed while they were in prison, so sometimes they are unsure of what their accommodation will be on their release.

The three clients who were not assessed had left the initiative before they were released, one moved out of the area and the other two declined to continue with the support.

The two clients who did not want mentoring support are at present still in prison; one anticipates that he will get support from his family and the other may require support when his D Category status comes to an end.

What is evident from the graph above is that all clients who were homeless or of no fixed abode on their release have all moved on to more secure accommodation; much of this improvement has occurred with direct support from CCN. Most of those clients housed in temporary hostels are those who have been most recently released and several them are working towards getting more secure accommodation.

Finance & Debt



Since most of our clients are originally assessed while they are still in prison, they are unsure of exactly what their benefit situation will be on their release. We now encourage them to start their Universal Credit application with DWP in prison in preparation for their release and actively refer them to the prison DWP team where possible.

Several clients have debts or outstanding fines from prior to their incarceration in prison. One client who had complex debt issues was supported to get help via Norfolk Legal Services who took all his paperwork and negotiated settlements with the housing provider to which he owed money.

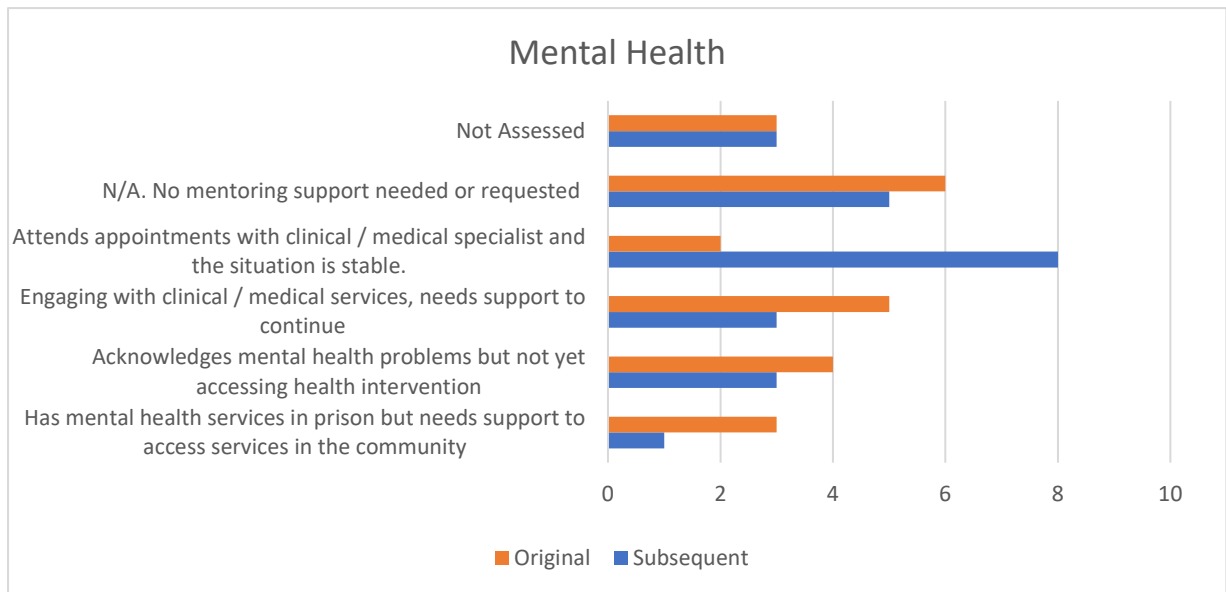
A couple of clients are still in prison, so are not on benefits and at present do not want any support.

Two clients got jobs shortly after their release and were able to resolve their debt issues.

Two clients were referred to CAP (Christians Against Poverty) and got advice on budget management and debt resolution.

Most of our clients who have been out of prison for some time have got any benefit or debt issues resolved.

Mental Health



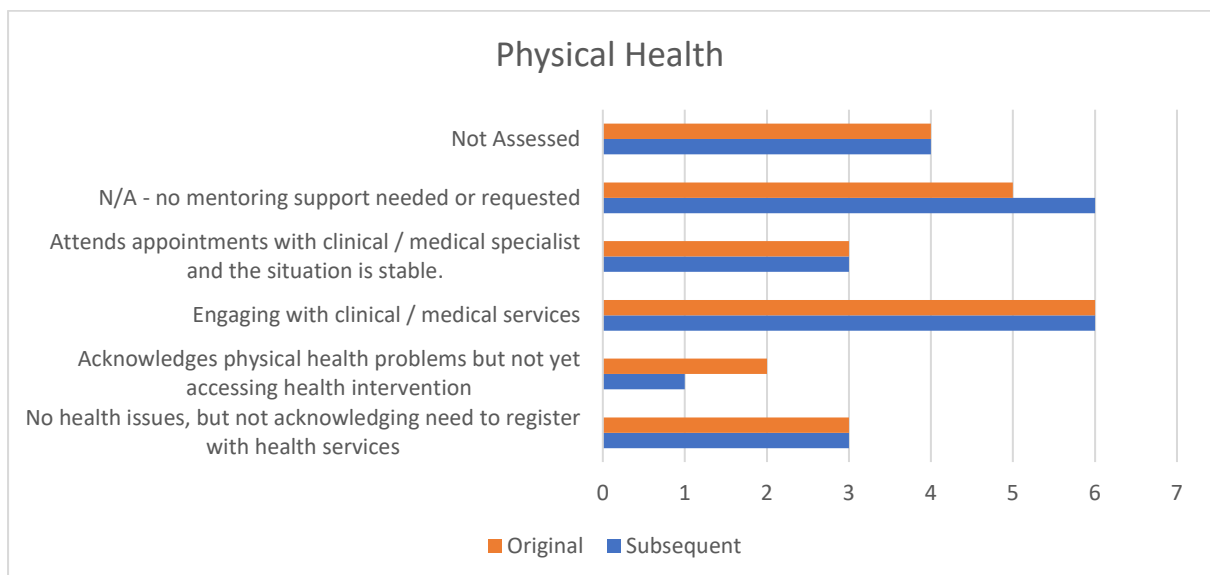
Nine of the clients did not disclose any mental health concerns on their initial assessment, of whom

- One subsequently admitted that he has issues, but he is engaging with support.
- Four have issues but they are not willing to discuss anything about them though three appear to be engaging with support. The fourth is in denial that there are issues, he is no longer engaging with the initiative.
- The remaining four clients have no mental health issues.

Of the fourteen other clients, one is still in prison but will need support when he is released. The others are all engaging with mental health support.

Our volunteer mentors have varying skill and experience in relation to responding to mental ill health. It is estimated that up to 74% of the prison population show tendencies of one or more personality disorders. We encourage our mentors to support clients to access specialist services when needed.

Physical Health

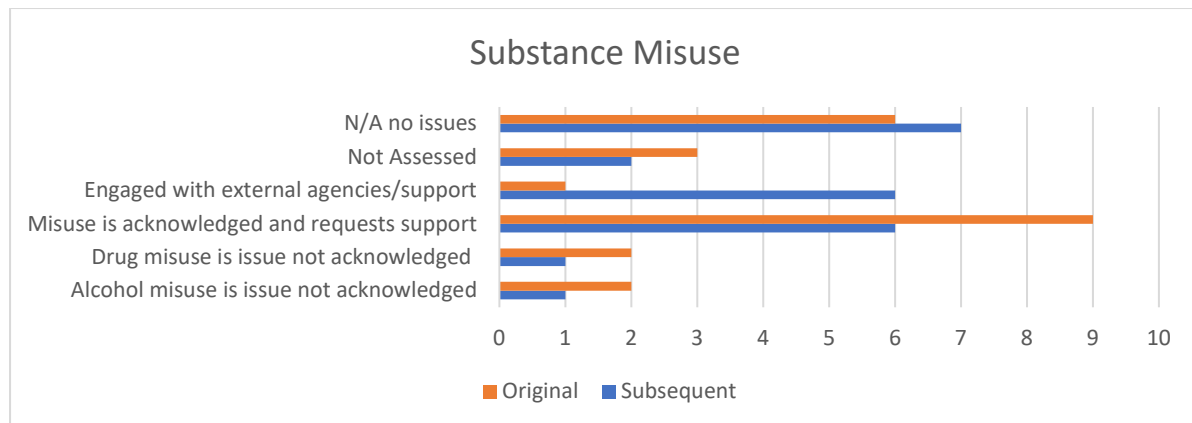


Of the nine clients who were either not assessed, required no support or were all physically fit, five were accessing the gym within prison and planned to continue when they were released.

Those clients who are unsettled in their accommodation i.e. are homeless or in temporary housing are reluctant to register with GP's until their future is more settled. Most of these access health care via the City Reach practice so what will happen when this provision closes is uncertain.

Four of the clients are engaging with services at the hospital and are awaiting operations.

Substance Misuse



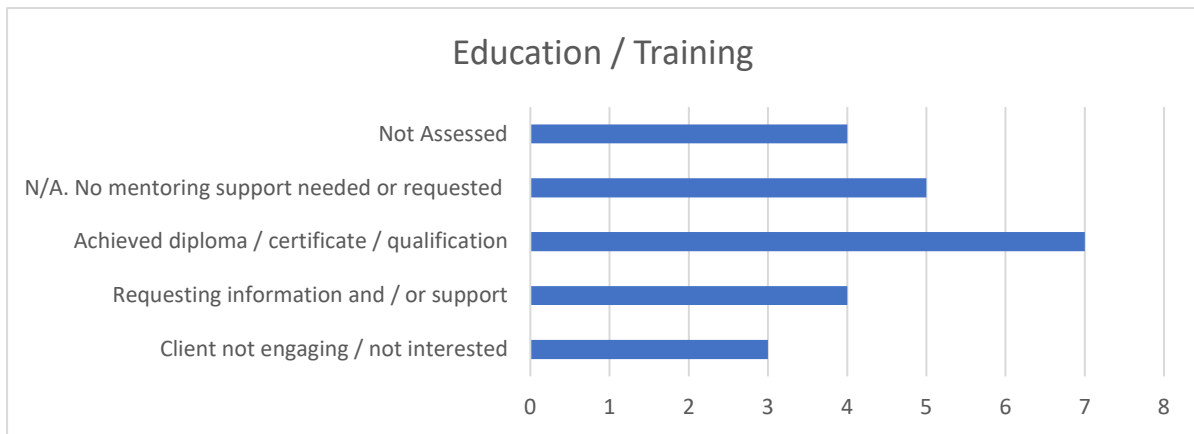
Six of the clients have no drug or alcohol issues, though three acknowledged that it had been an issue in the past. They have all been clean / sober for over ten years.

Most of our clients are required to attend sessions at Change, Grow, Live (CGL) as part of their licence terms. Whilst they do not discuss / admit it to their mentors. at least three of our clients know how to cheat the system and are reluctant to give up their addiction though this is usually exposed eventually.

However, the encouraging part of our work is the number of clients who are serious about overcoming their drug / alcohol addiction. Two clients with significant alcohol habits have been “dry” for three months in one case and five months in the other. Two clients are in Dibden House, the “dry” house run by St Martin’s Trust. Four clients have been clean since their release and three have not yet been released from prison or left the project before being released.

CCN have created working links with the CGL service as they operate an outreach service for homeless/vulnerable clients in St Stephen’s Church, where we are co-located, once a week.

Education & Training

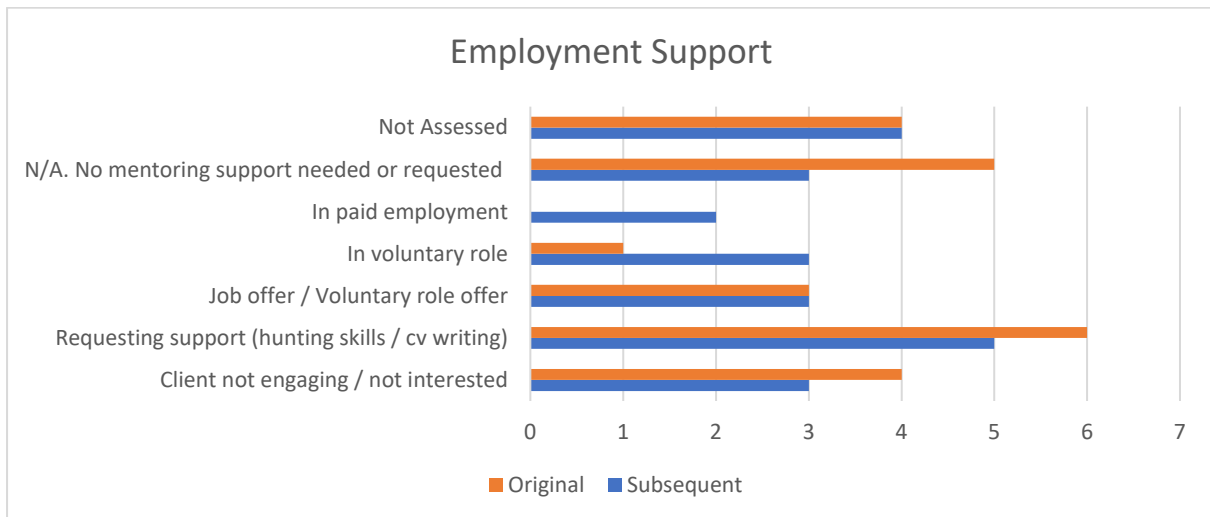


Two of the clients are qualified chefs. One has a degree in English. One is a qualified painter and decorator. In most cases any past documentation relating to qualifications achieved either at school or vocational has disappeared.

Most of the rest do not have any qualifications prior to their prison sentence. At least ten obtained certificates for training while in prison.

Most of our clients are initially interviewed whilst they are still in prison, at this point the issues uppermost on their mind are accommodation and settling into life outside. Most do not feel ready to consider work unless they have only served a relatively short sentence.

Employment Support

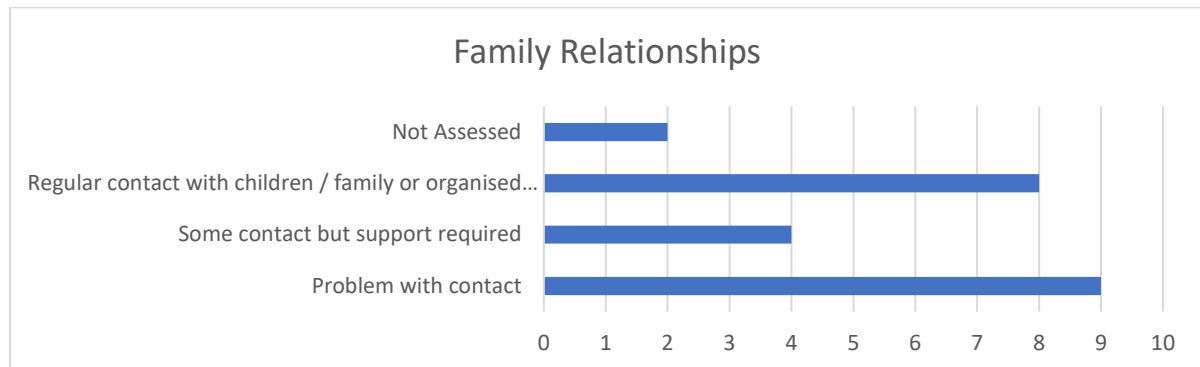


At the time of the initial assessments in prison most of our clients are not able or willing to focus on the possibility of working. Several have spent so much of their life in prison either with long sentences or a series of short frequent sentences that they do not have a history or experience of regular working. They are also struggling with drug or alcohol addiction. Most believe that having a prison record will prevent them from getting a job, so this leads them to have a very negative attitude to work.

Of the two clients that do have jobs, one had a short sentence and his former employer took him back on. The other was very determined to find work and had very marketable skills which are much in demand.

As an organisation we try to encourage our clients to explore voluntary roles, partly to give them useful purposeful activity, but also to build up a possible CV experience. We also promote Job Clubs and refer to specialist organisations such as Norfolk Community College and Prism Start, for employment support where suitable.

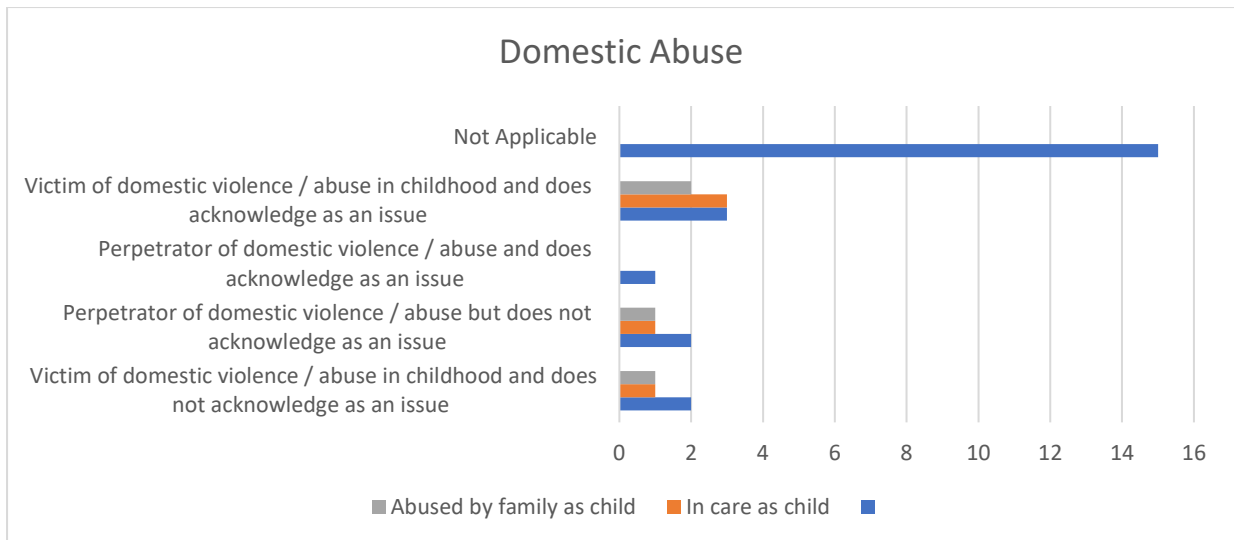
Family Relationships



Of the nine who have problems with contacting family, one was able to re-establish a relationship with his family and was supported by mentors as he met them after a long estrangement. Most of our clients that have contact with their family have older or adult children and whilst they are in contact only two clients moved back into family homes on their release.

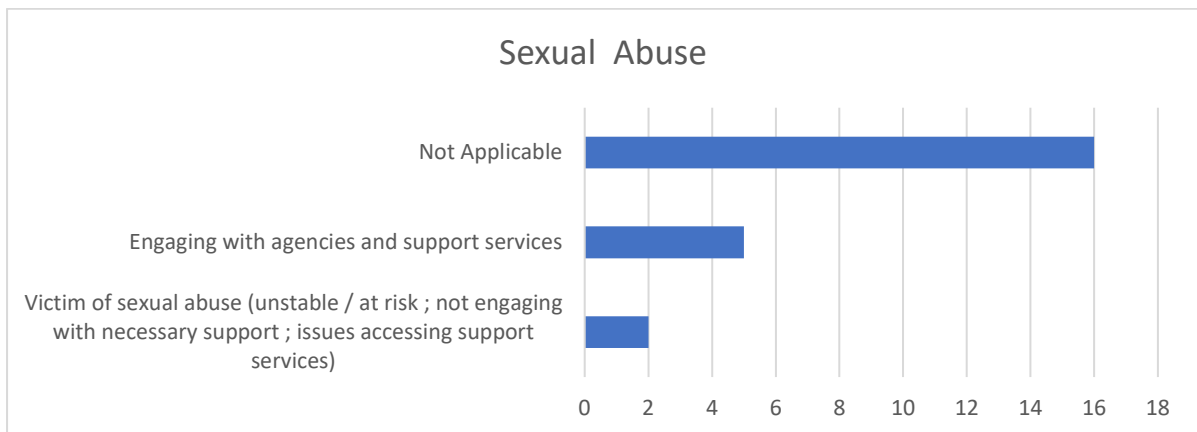
Domestic Abuse

	Victim of domestic violence / abuse in childhood and does not acknowledge as an issue	Perpetrator of domestic violence / abuse but does not acknowledge as an issue	Perpetrator of domestic violence / abuse and does acknowledge as an issue	Victim of domestic violence / abuse in childhood and does acknowledge as an issue	Not Applicable
Total	2	2	1	3	15
In care as child	1	1		3	
Abused by family as child	1	1		2	



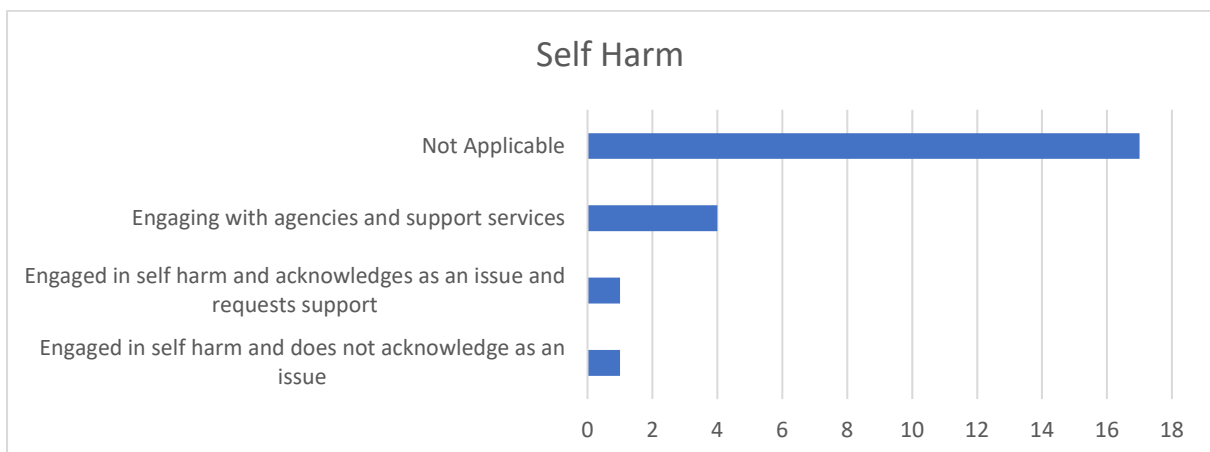
For 15 of the clients, domestic abuse was not an issue, but of the eight who did have issues, five had been in care as children and had been abused whilst there. Four had been abused by a parent as well as while in care.

Sexual Abuse



There is a direct correlation between this graph and the one above. All but one of those who experienced domestic abuse also reported experiencing sexual abuse.

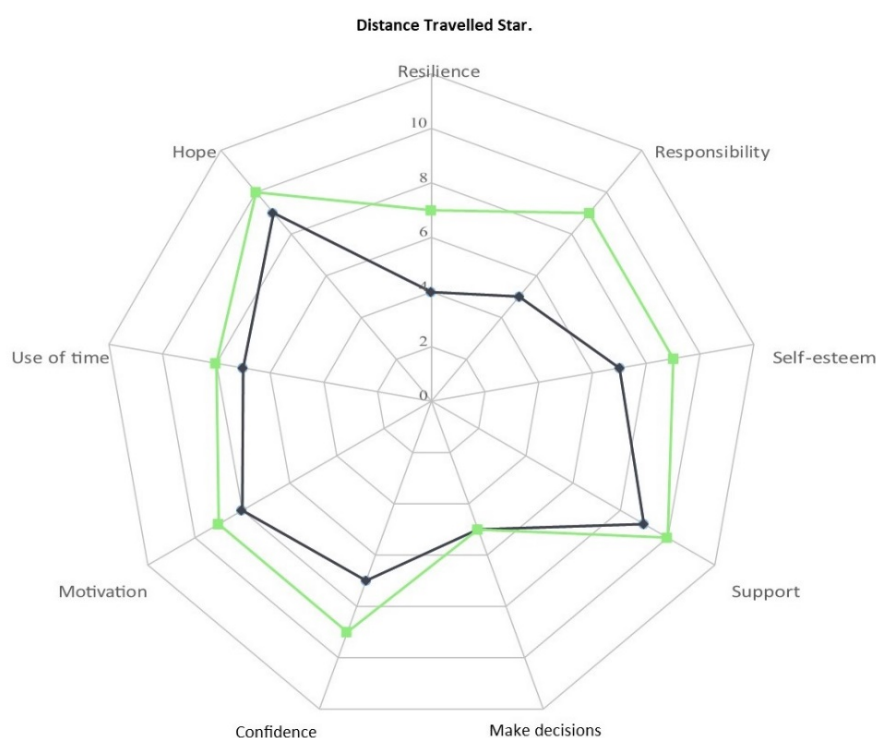
Self-Harm



Seventeen of the clients reported that they had no self-harming issues. Five of the clients have had self-harming incidents while in prison and the clients who does not acknowledge his issue has self-harmed in the community. One client who was out in the community for 21 months and was progressing very well was recalled in April of 2019 for a slight breach of his licence agreement. Unfortunately, he is on an IPP sentence so must await a parole hearing to be release. While in prison this time he has had two serious self-harming incidents, once cutting himself and the other a drug overdose. We are continuing to try to support him despite him now being in prison near Preston.

The Internal Change Forms

In addition to the Pathways Assessment we encourage mentors to use an Internal Change Form (see appendix 2), measuring indicators such as Confidence, Hope, Decision Making, Motivation, Resilience, Responsibility, Self-esteem, Support and Use of Time. This provides a useful graphic illustration of the progress of a client (see example below).



Black is the original measurement. Green is the subsequent measurement approximately 3 months later.

This diagram indicates that the client felt himself significantly improved in all areas except decision making.

This tool helps to highlight areas where support is most needed (with this client it would be resilience)

In reality, not all mentors complete the paperwork regularly. This is a challenge of working with volunteers, which we seek to overcome by offering additional training and encouragement, as well as I.T support where needed.

Client feedback and review

We have supplemented the CCA paperwork with an additional feedback form of our own for mentors to complete with their clients (See appendix three). This gathers additional information about the issues our mentors are working with and provides an opportunity for the client to review and evaluate the service they are receiving.

Our clients tell us that, in addition to the topics covered by the assessment tools, they also value talking with mentors about their faith or spiritual journey, positive activities and social life. Clients comment positively on the broad scope of the issues which can be discussed with a mentor, as well as

valuing the persistence of the mentors to maintain contact even during difficult periods or return to custody.

The mentors come from a range of backgrounds and perspectives, with varying degrees of confidence and experience in mentoring; they have a variety of entry routes and motivations for working with CCN. Soon after her appointment the current Project Leader conducted an initial informal with each of the existing mentors to ascertain their position, motivation and capacity for volunteering, as well as initiate a working relationship.

The issues which our clients face, and thus our volunteers provide support with, are varied and complex. We continue to encourage our mentors to accompany and signpost to other agencies and remember that we are there to mentor, nothing more.

What our mentors say

“When I met the then project co-ordinator for CCN 18 months ago, I was really impressed by her enthusiasm for what CCN was doing with ex-offenders both prior to and after their release. She had a heart for those members of the community from whom others would tend to turn away. From that initial meeting I was ready to 'sign up'.

The training received covered the basics of what CCN was all about. It soon became apparent to me that the training would never prepare me for the complex needs of those with whom I would engage.

Whilst I 'signed up' to mentor ex-offenders wishing to 'turn over a new leaf', I was, in reality, working with those with varied and sometimes complex mental health challenges. The 80/20 rule of the office wasn't going to work here, and I've found that each client is different. There are the generic needs of housing, employment and community for these chaps, but what do I do when there is no housing, employers are not interested, and community is the wrong bunch for them to be around? These are the challenges I find in the role of the mentor.

My goal for my clients is safe housing, a job with a good purpose that provides self-worth for the individual and integration into the community.

When I reflect over the past 18 months, I wonder whether I've made a difference. Have I added value to the lives of these chaps? The answer is - I really don't know. What I do know is that I've walked alongside these gentlemen for a season of their lives and been available to help them along the way”.

James, CCN Mentor

“In the last 12 months we have raised the profile of CCN in Wayland Prison. We were able to meet with Andrew Wright at HMP Wayland who is head of reducing reoffending. He was very supportive of our goal of providing mentoring services to ex-offenders. This means that we are beginning to see more referrals for mentoring coming through there. As the CCN voluntary chaplain working at Wayland prison I am seeking to connect up all the service providers, beginning with doing long term one to one mentoring with candidates within Wayland prison, liaising with Offender Management within prison before release, then seeking to get those men connected to mentoring services in the community on or before release. I also work with the House Of Genesis in Norwich who are just expanding their provision of accommodation for ex-offenders, the vision is that this joined up approach when working with individuals should all help to provide stability and support for the men and reduce re offending.”

Jon, CCN Mentor

Service User Involvement

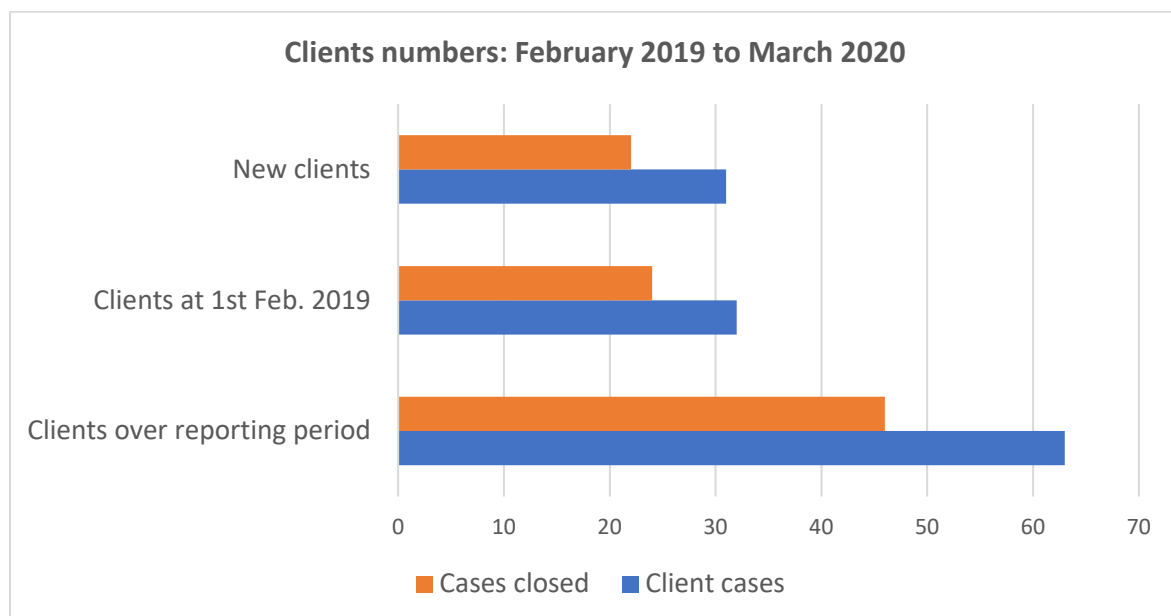
We actively seek opportunities for our clients to participate in the running and development of CCN. Clients who have participated in the mentor training tell us of a feeling of satisfaction in terms of making a contribution to society, turning their negative experiences into useful insight to educate and upskill trainee mentors.

We were impressed with the confidence and insight demonstrated by a CCN client who attended a local screening of the documentary film, 'A Second Chance' produced by Justin Temple and Rex Bloomstein that follows training academies run in the UK prison system by high street retailer Timpson. Accompanying CCN staff and volunteers, the client was able to offer some constructive suggestions and feedback to guests attending the film, including conversing with a Governor from HMP Norwich about showing 'A Second Chance' on Wayout TV, the internal in-cell learning channel.

See <https://www.filmstories.co.uk/news/a-second-chance-trailer-for-new-uk-prison-documentary/> for more information about 'A Second Chance'.

Clients

Using our database, it is possible to provide statistics about our clients and reflect upon our work, the successes and areas for improvement.



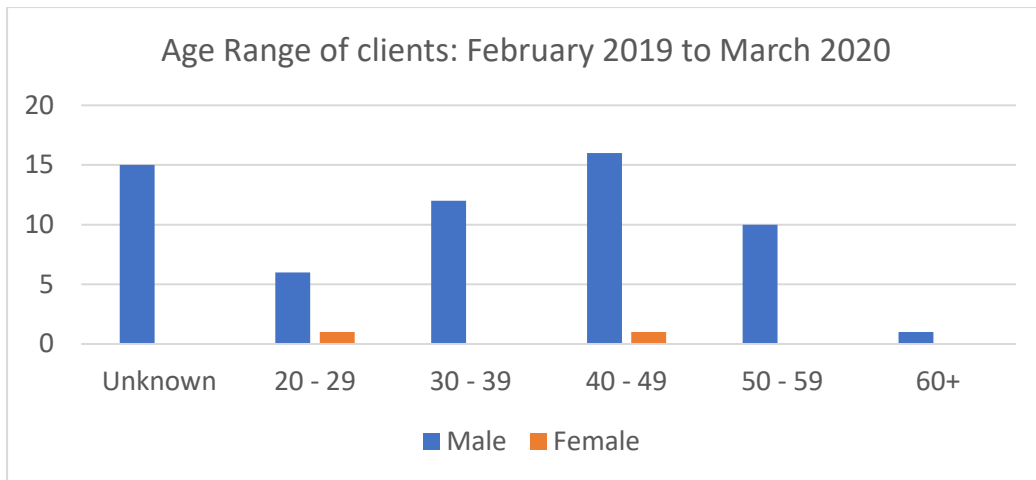
At 1st February 2019 there were 32 active clients. Of these eight continue to be clients and the remaining 24 have been closed.

In the period from 1st February 2019 till 31st March 2020 there were 63 clients i.e. 31 new clients were accepted onto the project.

At 31st of March there are 15 active clients, eight of whom were clients from before this funding period.

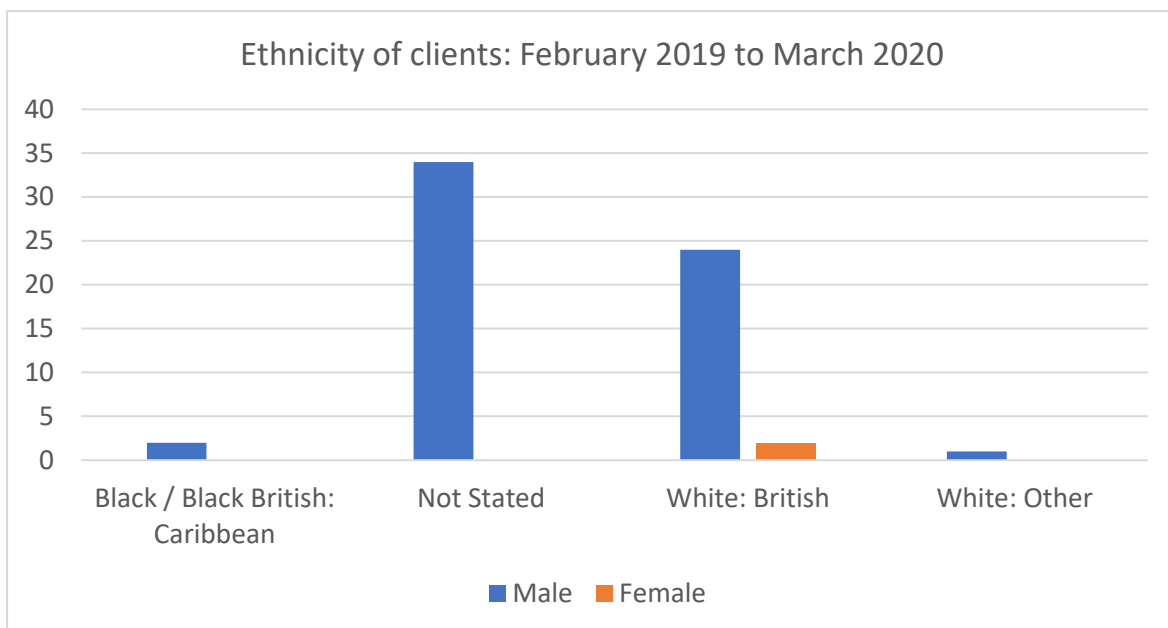
In the period 1st February 2019 till 31st March 2020 47 cases were closed.

In the period 1st February 2019 till 31st March 2020, 12 of the new cases that were closed were referrals only who were never progressed to client status. Hence some data was never collected about them.



In the period 1st February 2019 till 31st March 2020, 12 of the new cases that were closed were referrals only who were never progressed to client status. Hence their date of birth was never collected.

Of the clients with known dates of birth the majority fall within the 30 to 50 age range. Our experience is that this is the age at which they are more likely to take stock of their life, look at their peers who have not followed their life path and feel that they have missed out on life. They also express a degree of fear about being in prison and the dangers of continuing in their past lifestyle.

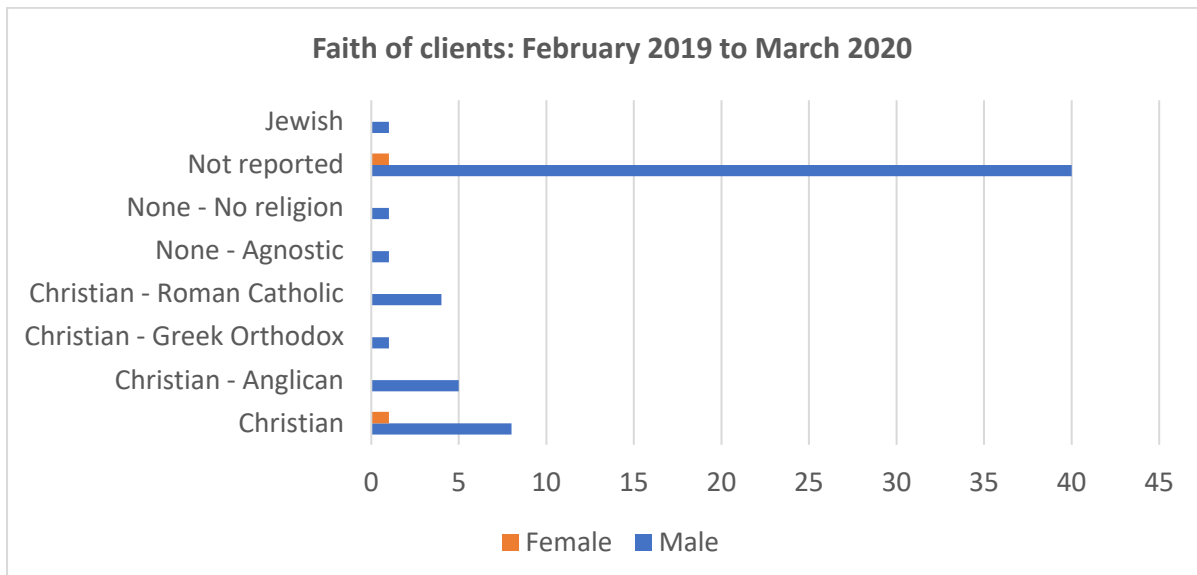


Not all of our clients are willing to answer questions about their ethnicity and since this is something that we all have the right to withhold we do not press them on it.

The statistics indicate that most of our clients are white British, which correlates with the ethnic breakdown of the population in Norfolk.

Norfolk Population	%
Asian/Asian British	1.5
Black/African/Caribbean/Black British	0.5
Mixed/multiple ethnic groups	1.2
Other ethnic group	0.3
White	96.5

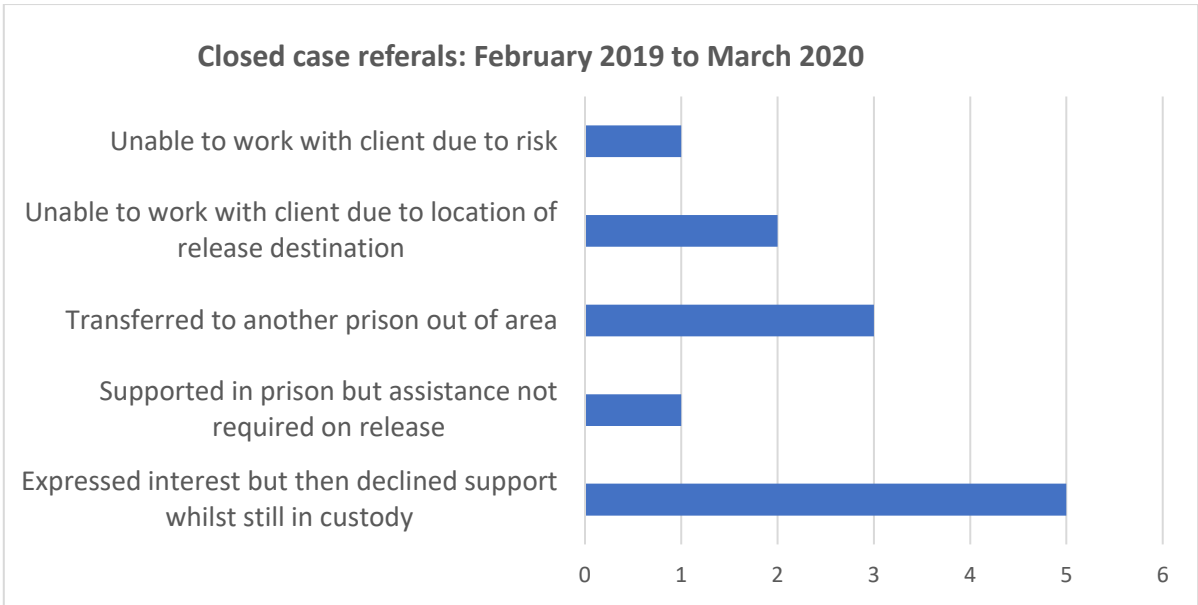
Source: <https://www.norfolksight.org.uk/population/#page4>



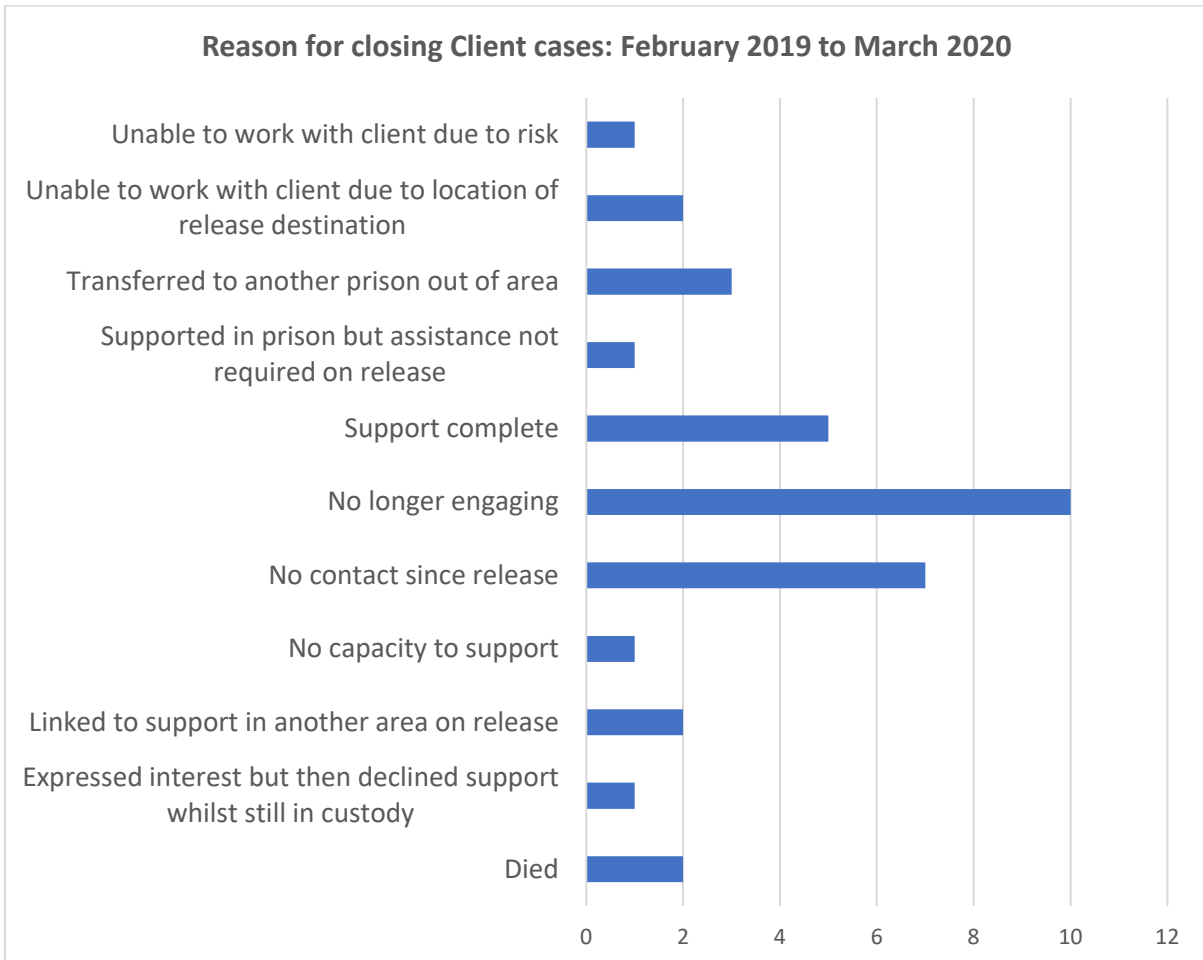
Not all our clients are willing to answer questions about their faith and since this is something that we all have the right to withhold we do not press them on it. A protected characteristic is treasured when someone's liberty is so seriously curtailed.

As an organisation we make it quite clear that we work with clients of any faith or none and this is important to keep emphasising, since several of our referrals come via the prison chaplaincy.

Over the period of February 2019 to March 2020 we have closed a total of 47 cases. Twelve of these did not get beyond the referral stage.



35 of the cases closed had been accepted as clients.



Two of the clients were accepted whilst they were still in prison but were sent out of the area on their release, so we were not able to continue supporting them.

Of the five clients where the support was complete, all have been released. Three are living with their family and are well settled. One, an older client, now has his own flat and is a Senior Citizen. The

other is in supported housing, is active in his community, is volunteering and is due to get married later this year.

With the ten clients who are no longer engaging and the seven who have not been in contact since their release the mentors have made repeated attempts to contact them but been unsuccessful. In these cases, the clients are left a message telling them that if they wish to re-engage later then they will be able to do so. In an ideal situation we prefer to have a discussion with clients before we close their case but often clients make the decision for themselves that they are settled enough and don't want support.

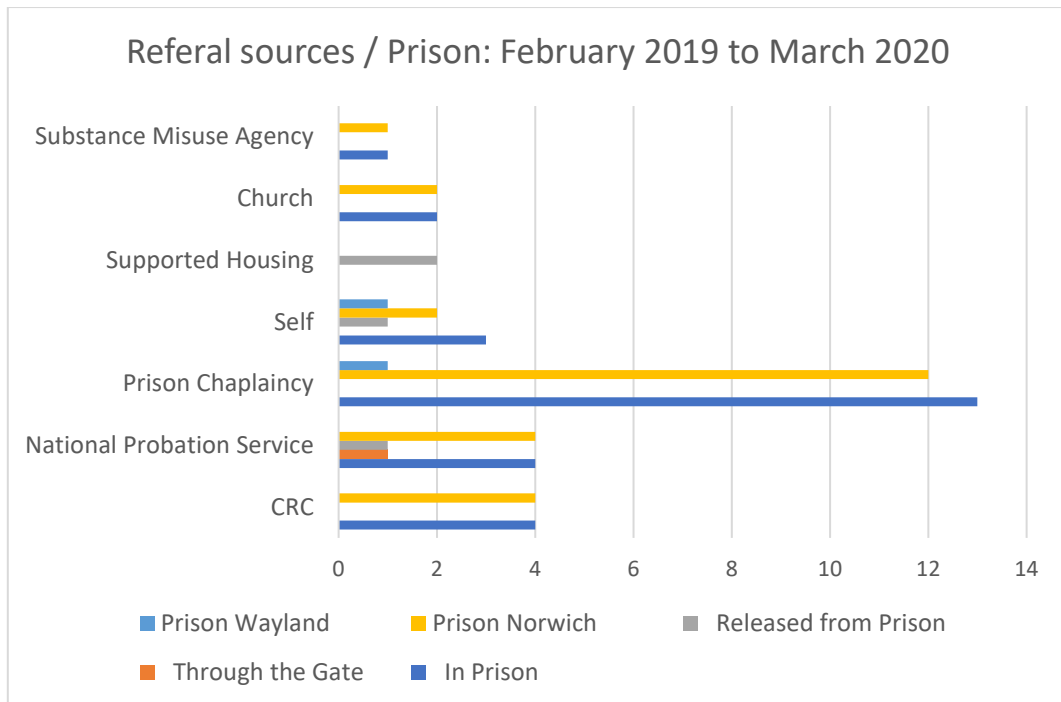
One client developed increasingly unstable mental health problems that he did not acknowledge and made him increasingly difficult to work with, so we were unable to continue supporting him.

On two occasions we were unable to support a client because they moved out of the area, but we were able to help them connect with possible support in their new area. Wherever possible if a client is moving out of the area we will try to explore and offer them alternative support options. The Churches Together movement has often been a very useful first port of call for this.

Tragically two of our clients have died. The stresses of rebuilding a life on the "outside" can be great. One of the clients, who had a history of drug misuse which he was struggling with died of a drug overdose; whether this was accidentally or deliberate we do not know. He was relatively young, so it seems such a waste of potential. The other client was seemingly doing very well, he had a job and a flat of his own and seemed to be coping well. However, he took his own life and we do not know why.

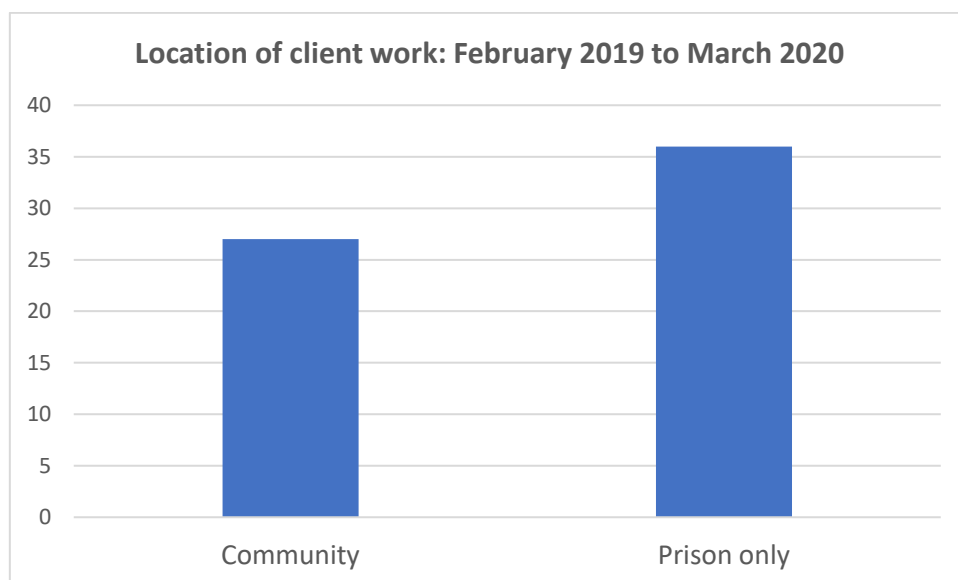
Source of referrals

Referrals				Prison		Total
	In Prison	Through the Gate	Released from Prison	Norwich	Wayland	
CRC	4			4		4
National Probation Service	4	1	1	4		6
Prison Chaplaincy	13			12	1	13
Self	3		1	2	1	4
Supported Housing	0		2	0		2
Church	2			2		2
Substance Misuse Agency	1			1		1
	27	1	4	25	2	32



Over the reporting period there have been 32 new referrals. As can be seen from the graph, most of our referrals come via the Prison Chaplaincy departments, but since in all cases the participation of clients is entirely voluntary, they are effectively all self-referrals. Recently we have received 4 referrals via the CRC within HMP Norwich, this is encouraging since it shows a greater of our work by this agency and has facilitated a closer working relationship with them. They are sharing their risk assessments with us.

Location of client work



Of the 63 clients that we worked with, 36 were only engaged with the project while they were in prison. Of those who we have only worked with while in prison eight are present clients (seven in HMP Norwich, one in HMP Wayland). We also have one client who we were involved with intensely

while he was in the community who was recalled and is now in HMP Wymott, we are regular contact with him via postal mail and email.

We currently have 17 clients, seven in prison (five in HMP Norwich, one in HMP Wayland, one in HMP Wymott) two of the clients in HMP Norwich are in Britannia House, D Category facility and have come into St Stephen's on a number of occasions to meet with their mentors.

Outcomes - Desistance from crime - time in the community without re-offending

Reducing re-offending – a case study

Conrad (not his real name) was first in touch with CCN in 2018, as he approached another release from prison, with fear and uncertainty. He had a long history of involvement with the Criminal Justice services, with persistent anti-social behaviour offenses throughout his teenage and adult life. CCN mentors maintained contact with Conrad throughout a troubled period which included heavy drinking and repeat offenses. The outside world was a frightening and confusing place for Conrad who had not received good parenting or guidance and was disturbed by traumatic memories of childhood abuse, that significantly impacted his mental health. On more than one occasion Conrad deliberately re-offended with the goal of returning to prison, as he was homeless and frightened in the wider community. A CCN mentor was able to connect consistently with Conrad, whether he was in custody or out of prison, beginning the slow process of building enough trust to be able to challenge Conrad's anti-social behaviour and support him to stay sober long enough to access help for his underlying anxiety and depression. Conrad still finds being in the community challenging, but he is living in supported hostel accommodation, meeting regularly with his mentor, who has supported him to engage with mental health services, and he is five months sober. He has not committed any further offenses since being released from prison at the end of October 2019.

Active clients

Our only female client now has her own flat after a prolonged period of homelessness and has now been in the community 11 months.

One male client has been in the community 20 months now. He is settled and doing the occasional part-time work and some volunteering.

Another male client has been out for 16 months; he does some volunteering.

Another client has been on the scheme for 22 months during which time he has had a couple of recalls to custody and an ASBO breach mainly caused by his alcoholism. However, he has currently been out for 5 months living in supported housing and has remained "dry" with a direct positive impact on his offending behaviour.

One client has been out four months and living with his partner.

Three clients have been out three months, one is living in Ipswich, and two are in supported housing after having a period of time in a hostel.

Two clients have been out for a month, one was couch surfing but now has a place in a hostel.

Achieving and maintaining goals – a case study

Karl (not his real name), heard about CCN whilst in HMP Norwich, when by chance, he was sharing a cell with another prisoner who had requested a visit from the CCN Project Leader. Karl was back in prison after breaching the terms of his license for drug related offenses. CCN mentors met Karl at the gate on the day of his release and spent the day supporting him to access housing and probation services. Karl was approaching middle age and repeatedly stated that he did not want to return to prison, that he knew his offending was directly related to his drug use, and that he wanted to make a new life for himself. CCN supported Karl over the next few weeks to access drug treatment services and understand the importance of maintaining abstinence from substances to achieve his goal of not returning to prison, even whilst living in temporary accommodation where others were using drugs around him, investing time to talk him through cravings and re-visit the reasons for his desire to change. With help from CCN Karl was able successfully to apply for stable, supported accommodation in an abstinence-based home and he felt much safer moving into a drug free environment. Karl has participated in positive activities including gardening and odd jobs, both in the community and at his accommodation, he is rebuilding his relationship with his parents and continues to maintain abstinence from all illegal drugs. He has taken part in research into the effectiveness of Community Chaplaincy, sharing his experience to help researchers from the Margaret Beaufort Institute of Theology in Cambridge understand the support needs of prisoners.

Closed Cases

In many of our closed cases we have no further contact with our client and consequently do not know if they have re-offended or not. However, in four cases we do have indirect contact, usually through supported housing links.

One former client is living in Lowestoft, in supported housing. He is involved with volunteering and intends to get married later in the year. He has been out for 15 months.

Another is in a dry house and has been out for 18 months.

Another is now in his own flat and has been out for 12 months.

Another is in supported housing and has been out for 4.5 months.

Client contact statistics

Our volunteer mentors try to report all their client contact meetings or work carried out on behalf of their clients on our online database system.

In the 13-month reporting period mentors have reported at least 312 hours spent either in contact with clients or carrying out work on behalf of their clients. Since these times do not include transport times to and from meetings or time taken to input reports etc. in reality our volunteers give a greater time commitment than that recorded.

Three mentors also help 'man' our base at St Stephen's Church on a weekly basis: one on Tuesday, one on Wednesday and the other on a Thursday, usually for about three hours. Their accrued times

are approximately 400 hours. During this time, they are available to meet with any client who might come in, to answer any questions about the work of CCN that are asked by members of the general public and to support and assist the Community worker in St Stephen's Church. This is mutually beneficial as many of her clients have issues like our clients and she has often been very supportive and helpful to us with some of our clients concerns.

Meeting the needs of our clients

The top four issues facing our clients upon release from prison are: the need for accommodation; tackling the causes and consequences of substance misuse; mental health issues; finding positive activities such as a new social group, employment, volunteering or training and rebuilding family relationships.

Chart showing which issues clients present as needing assistance with at initial assessment

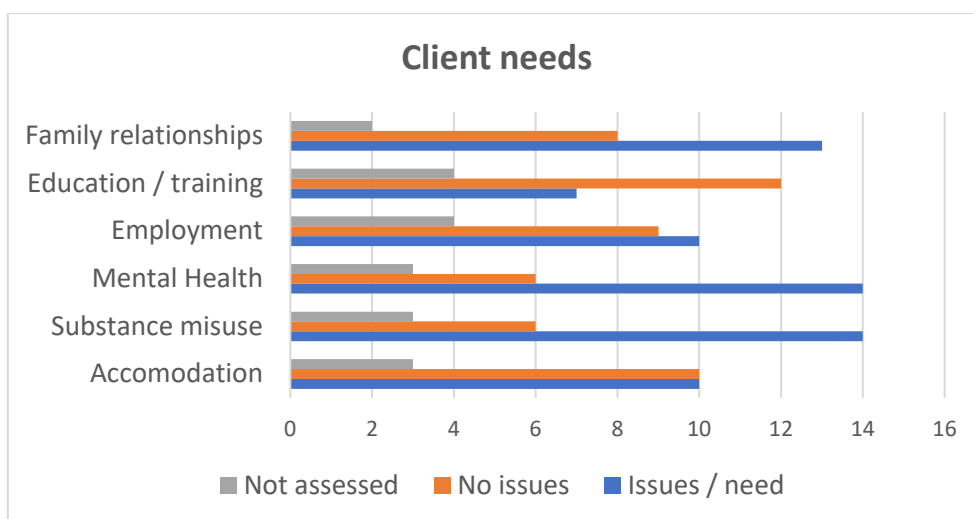
Client needs	Accommodation	Substance misuse	Mental Health	Employment	Education / training	Family relationships
Issues / need	10	14	14	10	7	13
No issues	10	6	6	9	12	8
Not assessed	3	3	3	4	4	2

All our clients with accommodation needs have been supported and, in most cases, have moved on to better and more secure accommodation.

All our clients with substance misuse issues are encouraged and supported to engage with one of the various support agencies available in Norfolk.

Our clients with mental health issues have been supported in establishing themselves with GP practices, ensuring that they can get the required medication etc. many clients have commented that they find being able to talk with their mentors about any issues has helped their mental health.

All our clients are encouraged to find positive activities to join. Some have found a faith and joined a local church, sometimes with their mentor and sometimes on their own. Some have become involved in voluntary activities. Some have found that by moving to live in a supported housing environment they are associating with peers who like them are endeavouring to change their lifestyle and this is supportive. A few have been able to rebuild in part some broken family relationships.



Bar chart showing which issues clients present with at initial assessment

Mentors newsletters are designed to improve knowledge and awareness of services available to clients, in relation to these topics.

We are responding to these needs in the following ways: -

Accommodation

We have good working relationships with the House of Genesis (providing accommodation for ex-offenders) and Bishopbridge House. We attend and receive updates from the Pathways homelessness service multi-agency weekly meeting. We also attend the Greater Norwich and Broadland Homelessness Forum to stay informed about service provision and policy.

Of the 27 clients we have supported while they were / are in the community, we have supported 17 clients to improve their housing situations.

Substance misuse

We have developed links with the substance misuse team in Norwich prison, Phoenix Futures. We work alongside the Change, Grow, Live (CGL) Outreach and Engagement worker, who runs a weekly drop-in service for homeless and vulnerably housed clients, at St Stephen's Church. We support our clients to attend appointments at CGL and provide details of 12 step fellowship meetings. Our mentors are all offered drug and alcohol awareness training, and we have a presentation from some members of Narcotics Anonymous booked as guest speakers for our next Mentors Group Meeting. We do not have data regarding the numbers of individuals who have chosen to participate in anonymous meetings.

We are meeting with The Horticulture Industry Scheme CIC, based in Thetford with a view to creating a pilot partnership project in the future around the model they have devised to offer employment to ex-offenders. We are also co-operating with Prismstart who specialise in finding employment for people coming out of prison.

We are supporting clients to apply for voluntary work, for example in a local charity shop and at a dog re-homing charity, where appropriate.

Our relationship with St Stephen's Church has provided fellowship and practical experience opportunities for our clients; for example one man who has D Category status is attending church

services and undertaking some maintenance tasks around the church building, building his CV and regaining some sense of positive purpose.

We supported one of our clients to enrol in an outdoor activities project, involving conservation work, gardening, camping and archery.

The impact we have – contributions and limitations

As with all mentoring, one of the challenges we have is determining in a measurable, accurate fashion, the impact which our work has on the lives of our clients. CCN's belief is that our responsibility is to walk alongside clients, to allow them the dignity and respect to make their own choices, learn from their own mistakes and take credit for their own successes. Our clients are often working with multiple agencies, and we do not feel to take credit for other people's work; rather we take satisfaction in being a consistent, reliable presence in the lives of our clients.

Attending appointments with clients

Being an advocate, or simply a supportive companion during appointments with other agencies is cited as highly valuable by our clients. Mentors have accompanied clients to court appearances, housing application meetings/interviews at Bishopbridge House, House of Genesis, Emmaus and Local Council Housing departments, job centre appointments, probation, doctors' appointments and mental health support worker appointments.

What our clients say

"The most helpful thing about working with my mentor is them supporting me through all of my issues, and I feel safe, because I am with a non-user, someone normal"

– Male client, aged 27, living in the community, 6 months since release

"On my release from prison in early January this year I was met at the gate by CCN. It was a cold morning and all I had on was a pair of trackies and a jumper and I was thinking to myself I was better off inside, but by the end of the day, I had a full set of clothes, somewhere to live, got me on the Council Housing list and registered with CGL. It's now March and I have my own room in a lovely place at the House of Genesis with a totally different outlook on my life. I am now drug free and fighting my battle with addiction in a nicer environment and it's all with the help from the Community Chaplaincy. If it wasn't for them, I truly believe I would be a) back inside or b) have a raging drug habit..."

- Male client, aged 49, living in the community, 3 months since release

"My experience (of CCN) has been an altogether good one, you have been helpful, friendly, understanding and most of all non-judgemental about my crime and my past and I feel relaxed and able to talk openly about things that are happening and have happened in my life, and the support I have got has helped me feel confident that there is support there for me after my release as well."

-male client, aged 46, D Category prisoner at Britannia House, HMP Norwich

A base to work from

We are fortunate to have a small office space to store our equipment in, as well as desk/meeting space within the busy city centre St Stephen's Church and Community Café. This provides an excellent venue for mentor support meetings, client meetings and inter-agency working. We encourage our mentors to arrange 1-2-1 meetings with their clients here for safety reasons, as well as for the additional community services and involvement offered within the Church, such as Foodbank, the Community

Support team and the food token scheme. We attend regular community meetings with the staff and volunteers of St Stephen's Church, and co-support each other's clients.

Most of our clients who are not in custody live in the Greater Norwich Area. However, our mentors are willing and able to meet clients in other parts of the county when needed.



CCN clients, mentors and staff meeting in St Stephen's Church Café

“Community Chaplaincy Norwich came to St Stephen's because the central location and daily Cafe is a large space providing anonymity, safety and privacy in a unique way. At a similar time, we had been able to fund a Community Worker who engages with and supports, street homeless and others with mental ill health and substance abuse issues. Inevitably the work has similar elements. We have benefited from shared training, knowledge of the welfare systems and mutual support for workers. The presence of CCN at St Stephen's has worked so well and I hope it continues.”

Reverend Canon Madeline Light, St Stephen's Church

Prisons and Inter-agency working

HMP Norwich

Except for the period when there was no Co-ordinator or Project Leader in post, we have maintained a consistent presence in HMP Norwich. We have built good relationships with the prison multi-faith Chaplaincy team, the Activities managers and teams, the CRC/Probation staff, The Phoenix Futures substance misuse team, the Visitors Centre and the DWP workers in the prison and we are receiving referrals from them. We have two members of staff and one volunteer who have clearance to draw keys and the Project Leader spends time in HMP Norwich at least once per week. We are attending Chaplaincy team, multi-agency, drug strategy and staff briefing meetings whenever possible to build and maintain our profile. We are currently investing most of our resources at this prison, as it represents the greatest number of potential referrals locally.

We have received 25 referrals for clients in HMP Norwich: thirteen via the Chaplaincy, four via the CRC within the prison, four from the National Probation Service, one from the Substance Misuse Agency within the prison and two from a local church.

HMP Wayland

We have one mentor who is based in the HMP Wayland Chaplaincy team, who can provide a link to clients for us. The low number of local release prisoners leaving Wayland means it is not feasible to replicate the same pattern of engagement undertaken at HMP Norwich. We have established connections with the Head of Reducing re-offending Governor, the prison fellowship volunteers and the substance misuse team. We have received 2 referrals via HMP Wayland. One via the Chaplaincy and one is a self-referral.

HMP Peterborough

Our original Co-ordinator, Susan Carne, had established the beginnings of a working relationship with the women's prison at Peterborough, and was visiting along with two of our mentors. Re-establishing this contact is a priority for Summer/Autumn 2020. At present we have received no referrals via HMP Peterborough.

Improving the reach of our prison work

We have also worked with clients who are detained at HMP Warren Hill, HMP Hollesley Bay, HMP Wymott, HMP Onley and HMP Highpoint, maintaining written or email contact where visiting is impractical.

We have secure email accounts, meaning we can share and receive confidential information with professionals working within the prisons. We have gained an agreement with CRC/Probation staff whereby they share Risk Assessment information with the Project Leader via secure email, which is then shared with the relevant mentor, via the lizuka client management system. This has improved the safety of our service, and means mentors are better informed when meeting clients.

Input from other agencies

One of the keys to success for CCN clients is accessing a broad range of specialist support and this requires our staff and volunteers to have an up to date knowledge of other provision. We continue to work hard to develop and maintain strong, working relationships with other professionals, both in and out of the prisons.

"After a period of great concern a few months ago, I am pleased to say that my confidence in CCN is fully renewed and strengthened. The current crisis notwithstanding (Covid-19), it has been very good to see the CCN project manager in the prison regularly, building up relationships with all areas of the prison, including Chaplaincy, OMU, Phoenix Futures, and the residential unit staff.

This in turn has had a positive effect on the mentors (from what I have seen), and also a positive effect on the soon-to-be-ex-prisoners who are taking advantage of the service. I make a point of speaking to prisoners who have a Community Chaplaincy Mentor relationship, and it is not uncommon to hear voices of hope from many of them – some of them who have been known to me for some time, and for whom the concept of "hope" has been a forgotten fantasy. The knowledge that someone is prepared to help them to start afresh on release can have a profound impact on the viewpoints and lifegoals of some prisoners. Not all, certainly, but enough to make a difference.

I have also heard anecdotal evidence, through church groups, that ex-prisoners who are still working with CCN mentors several months after release continue to have a positive outlook and have not returned to former criminal and antisocial habits. I have heard of formerly prolific and persistent offenders now settling down into domestic contentment, with a partner, a job, a flat, and a dog. Indeed, I understand that several of them are in the process of training to be mentors themselves – surely this is the greatest possible testament to the value and benefit of the project.”

Fr. Paulinus Heggs, Managing Chaplain, HMP Norwich

“I appreciate all that CCN do with the cohort that you serve. This is particularly poignant in the service users that we work with jointly. Being on the 180 scheme the service users are difficult to reach from a police perspective, display issues of mental and physical health which actually places them in a vulnerable category and this is particularly significant with rough sleepers.

A recent example of the work you have been doing is with Conrad (not his real name) who is being supported with 1 of your mentors as well as Genesis housing. The support you give him, I know is continuing and this is really helpful in bringing about his confidence and opportunities at reintegration. His alcohol consumption was way off the scale and had a direct impact on emergency services and his criminality. With your patience and support he is gradually overcoming his agoraphobia and this level of service could not be provided by the likes of 180. It is just too time consuming. Your flexibility, commitment and dedication to supporting him, I am in no doubt, has benefited him and all associated services.

Additionally, with the 180 bridge model you play a direct link with supporting changes in attitude which has a knock on effect with desistance from crime. The 180 scheme was recently nominated for an international award regarding the bridge model and what you do links directly into this.

Although not on the 180 scheme Colin (not his real name) is a great example of this and on the very first occasion I had with him which was in 2008, he was a completely different person. It came to light that he was being supported by you at a CCN meeting. Further to this and in recent months I had opportunity to speak to Colin where he was trying to support another individual on the 180 scheme. On this occasion he demonstrated decision making skills that previously would not have been a consideration and he was able to process that, although he was trying to assist the individual, it was better for him to step back. By his own admission he was still trying to process his own issues. Again this is something that you have been able to provide continuity with and ongoing support that is so crucial in rehabilitation.

It should also be recognised from your perspective that desistance is difficult to measure without direct access to crime figures but the feedback he has given to you speaks volumes.

These are just some examples of the work that you have an impact on and I have nothing but good things to say about CCN. In these times of austerity, Covid 19 and the pressure on statutory services you play such a valuable link in reducing impact on services and the support to those who may otherwise be isolated. I look forward to working with you in the future.”

PS 3414 Alan Russell, Norfolk and Suffolk 180 Team

“I have found CCN a really positive experience. Soon after my initial referrals, the cases have been picked up quickly (much needed in some cases) and contact made soon after with the offender. This has included meeting with the individual prior to release to promote engagement and to ensure their

particular needs are known before returning to the community. CCN have helped individuals attend appointments, signpost to relevant agencies and provide an added layer of support, all of which encourages desistance from offending and reintegration into the community. I will continue to promote the scheme to individuals I work with at HMP Norwich.”

Emily Savory, Custody Probation Officer, Probation POM

Additional Inter-agency working

We have established working relationships with Menscraft, Julian Support and The Feed, who also offer mentoring to ex-offenders, to avoid duplicate working and maximise the effectiveness of support to individuals.

Menscraft specifically mentor men at risk of suicide – read more at <https://www.menscraft.org.uk/>.

Julian Support work with Norfolk and Suffolk Foundation Trust to offer a Liaison and Diversion service to people in the criminal justice system experiencing a mental health problem - see <http://www.juliansupport.org/news-publications/julian-support-partners-with-nsft-to-deliver-liaison-and-diversion-pilot/> for more information.

The Feed provide coaching for ex-offenders and offer catering training/experience in Norwich - read more at <https://thefeed.org.uk/> .

CCN attends the Ecumenical Criminal Justice Forum (ECJF) to stay informed of local and National developments. We have been asked to give a presentation about the work of CCN at ECJF later in the year.

We are in contact with Community Chaplaincies at HMP Wandsworth and HMP Wormwood Scrubs, with visits planned in 2020, to share best practice.

Promotion and marketing

We have produced two new promotional leaflets about CCN. The first is targeted at referring professionals, potential mentors and supporters (see Appendix four). The second is directed at potential clients whilst still in a prison setting (see Appendix five). We have also produced an A4 poster, which was printed and laminated for us by inmates at the Print Shop in HMP Norwich and is displayed on wing noticeboards throughout the institution.

We created a six-minute video to showcase our work. Service users and volunteer mentors feature in the film which is available to view on YouTube via our website. <https://youtu.be/jZBJXc5gMqQ>

We have been updating and revising our website, which includes a ‘Mentors only area’, full of resources and information. <https://norfolkchaplancy.org.uk/>

We have created a Facebook page and are building a Social Media following. <https://www.facebook.com/communitychaplancynorfolk/>

Continuity and sustainability measures

As mentioned elsewhere in this report, significant changes in staff and Trusteeship over the summer of 2019 has caused some disruption to the workflow of CCN but has also created an opportunity for reflection and re-focus. We have succeeded in advancing several of the development items cited at the end of the previous OPCCN funding report (<https://norfolkchaplancy.org.uk/wp-content/uploads/2019/07/The-Journey-So-Far.pdf>). For example, we have implemented additional

support and training for mentors and had some input and influence on the policy of other agencies resulting in more flexibility regarding attendance at appointments on the day of release from prison. We continue to develop our drop in/welcome space at St Stephen's as a safe space for clients to come and now regularly attend operational meetings with St Stephen's management and staff.

We have created a Fundraising Plan and been steadily working through applications to Grant-making Trusts, with some degree of success. We are grateful for generous donations from members of the public, the National Lottery Community Fund, The Geoffrey Watling Charity and The Barratt Family Trust. In addition to this we have set up Friends of CCN, which aims to maintain and grow connections with supporters, mentors, volunteers and clients past and present, as well as a facility to donate electronically to support CCN, either one off or ongoing donations are welcome. https://donate.giveasyoulive.com/donate?cid=205832&utm_campaign=CTDonateButton&utm_content=205832&utm_source=charitytoolkit&utm_medium=charitydonatebutton&wl=1&br=22&bc=e61f68#1

We are sending a regular CCN newsletter and a prayer newsletter to supporters and interested parties and have recently appointed HM Lord-Lieutenant of Norfolk, Lady Dannatt as our Patron, thus maintaining and raising our profile.

Future plans

In 2020-21 CCN seeks to strengthen and consolidate our existing work, maintaining our primary focus, which is to provide volunteer mentors to support individuals through the process of release from prison and into the community.

We will do this by: -

- Completing the training and induction with our new cohort of volunteer mentors,
- Supporting our existing clients in and out of prison,
- Continuing to develop referral pathways in HMP Norwich and HMP Wayland and possibly HMP Peterborough,
- Seeking to improve our 'bridging to other agencies' for clients,
- Maintaining training, development and support for existing and new volunteer mentors,
- Building the CCN physical presence and community at St Stephen's Church,
- Investigate ways to improve service user involvement in the running and development of CCN,
- Implementing our fundraising plan and schedule of grant applications,
- Conducting a SWOT/PEST analysis of CCN,
- Reviewing our Mission, Vision and Values, and
- Reviewing and updating our Policies and Procedures.

With thanks

CCN are very grateful for the support that Lorne Green and his staff at the OPCC have shown us. A special thank you to Vicky Day who, in her role as Head of Prevention and Rehabilitation in the OPCC, has guided, supported and encouraged the project.

Appendix 1

Pathway Assessment Form

Pathway 1 – Housing/Accommodation

?	N/A – no mentoring support needed or requested	?	6. Suitable accommodation provided by family or friends
?	1. Hostel which is temporary or not suitable	?	7. Suitable hostel with long term arrangement
?	2. Homeless / couch surfing / temporary arrangement	?	8. Secured suitable accommodation (social / private)
?	3. Accommodation which is ok for the medium-term only		

Notes / Comments to clarify assessment as articulated by Client:

Pathway 2 – Finance / Benefit Debt

?	N/A – no mentoring support needed or requested	?	6. Receiving appropriate benefits
?	1. No benefits / not eligible	?	7. Receiving appropriate benefits and aware of need to improve debt / money management skills
?	2. Issue with benefits / finance	?	8. Receiving appropriate benefits and plan in place to address debts and follow a budget

Notes / Comments to clarify assessment as articulated by Client:

Pathway 3 – Mental Health

?	N/A - no mentoring support needed or requested	?	6 – Engaging with clinical / medical services, needs support to continue
?	1 – Not acknowledging mental health issues	?	7 – Attends appointments with clinical / medical specialist and the situation is stable.
?	2 – Has mental health services in prison but needs support to access services in the community		
?	4 – Acknowledges mental health problems but not yet accessing health intervention		

Notes / Comments to clarify assessment as articulated by Client:

Pathway 4 – Physical Health

?	N/A - no mentoring support needed or requested	?	6 – Engaging with clinical / medical services
?	1 – Not acknowledging physical health issues	?	7 – Attends appointments with clinical / medical specialist and the situation is stable.
?	1 – No health issues, but not acknowledging need to register with health services		
?	4 – Acknowledges physical health problems but not yet accessing health intervention		

Notes / Comments to clarify assessment as articulated by Client:

Pathway 5 – Substance Misuse

?	N/A no mentoring supported needed or requested	?	6.Attended assessment / initial meeting with substance misuse service
?	1.Drug misuse is issue not acknowledged	?	7.Engaged with external agencies/support
?	1.Alcohol misuse is issue not acknowledged		
?	1.Both drug and alcohol misuse is issue not acknowledged		
?	4.Misuse is acknowledged and requests support		
?	4.Requests support not to relapse		

Notes / Comments to clarify assessment as articulated by Client:

Pathway 6 – Education / Training

?	N/A no mentoring supported needed or requested	?	6. Registered short of attending
?	1. Client not engaging / not interested	?	7. Attending
?	2. Interested and requesting information and / or support	?	8. Achieved Diploma / Certificate / Qualification

Notes / Comments to clarify assessment as articulated by Client:

Pathway 7 – Employment (including volunteering)

?	N/A no mentoring supported needed or requested	?	6. Job offer / voluntary role offer
?	1. Client not engaging / not interested	?	7. In voluntary role
?	2. Requesting support (hunting skills / CV writing)	?	8. In paid employment

Notes / Comments to clarify assessment as articulated by Client:

Pathway 8 – Children / Family

?	N/A no mentoring supported needed or requested	?	6. Engaging with social service
?	1. Problem with contact	?	7. Regular contact with children / family or organised contact with children / family via social services
?	2. Some contact but support required	?	8. Family reunited

Notes / Comments to clarify assessment as articulated by Client:

Pathway 9 – Domestic Violence / Abuse

?	0. N/A	?	6. Acknowledgement of issue short of engagement
?	1. Victim of domestic violence / abuse and does not acknowledge as an issue	?	7. Engaging with agencies and support services
?	1. Perpetrator of domestic violence / abuse but does not acknowledge as an issue		
?	2. Victim of domestic violence / abuse and does acknowledge as an issue		
?	2. Perpetrator of domestic violence / abuse and does acknowledge as an issue		

Notes / Comments to clarify assessment as articulated by Client:

Pathway 10 - Sex Work

?	N/A	?	6. Requests support to address issue short of engagement
?	1. Engaged in sex work and does not acknowledge as an issue	?	7. Engaging with agencies and support services
?	2. Engaged in sex work and acknowledges as an issue and requests support		

Notes / Comments to clarify assessment as articulated by Client:

Pathway 11 - Sex Abuse

?	N/A	?	6. Requests support to address issue short of engagement
?	1. Victim of sexual abuse (unstable / at risk; not engaging with necessary support; issues accessing support services)	?	7. Engaging with agencies and support services

Notes / Comments to clarify assessment as articulated by Client:

Pathway 12 – Self Harm

?	N/A	?	6. Requests support to address issue short of engagement
?	1. Engaged in self-harm and does not acknowledge as an issue	?	7. Engaging with agencies and support services
?	2. Engaged in self-harm and acknowledges as an issue and requests support		

Notes / Comments to clarify assessment as articulated by Client:

Appendix 2: Internal Change Assessment

1. Responsibility I think about the results of my actions.

1	2	3	4	5	6	7	8	9	10
I do things without thinking about the consequences.		I think briefly about the consequences but end up doing it anyway.			I'm trying to reflect more on the consequences, so I can make positive decisions.			I'm able to think about and understand the consequences, so that I can make positive decisions.	

Why do you say this / feel this way? Can you give me some examples?

2. Support There are people I can turn to when I have a problem.

1	2	3	4	5	6	7	8	9	10
I don't know anyone I can trust to support me in dealing with my problems.		There are a few people I trust to support me in dealing with problems, but I am not sure they are the right people.			I feel pretty confident that I have people I can trust to support me in dealing with my problems.			I feel confident that I have people I can trust and that they are the right people to support me in dealing with my problems.	

Why do you say this / feel this way? Can you give me some examples?

3. Confidence I feel confident in myself.

1	2	3	4	5	6	7	8	9	10
I hardly ever feel confident in myself.		Only some of the time do I feel confident in myself.			I often feel confident in myself.			I almost always feel confident in myself.	

Why do you say this / feel this way? Can you give me some examples?

4. Hope I feel hopeful about my future.

1	2	3	4	5	6	7	8	9	10
I feel pretty hopeless about my future.		I feel a bit hopeful about my future.			I feel quite hopeful about my future.			I have a good deal of hope about my future.	

Why do you say this / feel this way? Can you give me some examples?

5. Self-esteem I feel good about myself.

1	2	3	4	5	6	7	8	9	10
I never feel good about myself.		Only some of the time do I feel good about myself.			I often feel good about myself			I almost always feel good about myself.	

Why do you say this / feel this way? Can you give me some examples?

6. Make Decisions I feel able to make my own decisions.

1	2	3	4	5	6	7	8	9	10
I always look to others to help me make a decision.		Making my own decisions is a problem for me but I am working on it and getting a bit more confident.			Making my own decisions is less of a problem for me and I feel quite confident in making my own decisions.			I feel confident in being able to make my own decisions.	

Why do you say this / feel this way? Can you give me some examples?

7. Resilience I am good at making it through stressful times.

1	2	3	4	5	6	7	8	9	10
I feel overwhelmed by the problems I need to deal with.		I sometimes feel better able to deal with my problems but still need support during the stressful times.			I often feel better able to deal with my problems and I don't need support as often during the stressful times.			I almost always feel able to deal with my problems and I seldom need support during the stressful times.	

Why do you say this / feel this way? Can you give me some examples?

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8. Motivation I am really working hard to change my life.

1	2	3	4	5	6	7	8	9	10
I don't feel any need to change.		I think that there are things I need to change about my life.			I have been successful in making some changes, but I still need some support to keep up the effort.			I am working hard to change my life.	

Why do you say this / feel this way? Can you give me some examples?

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9. Use of time I am making good use of my free time by doing more constructive things.

1	2	3	4	5	6	7	8	9	10
I don't do much except sit around.		I believe I need to get involved in doing other things which will help me improve my life but not sure how to move forward.			I am willing to get involved in doing other things which will help me improve my life and am actively looking around for opportunities.			I make good use of my free time doing things which will help me improve my life.	

Why do you say this / feel this way? Can you give me some examples?

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Appendix 3: Client Feedback and Review Form



Are we assisting you?

Which of these topics have you discussed with your mentor? (please tick all that apply)

Housing/accommodation		Positive activities/social life	
Finance/benefits/debt		Children/family	
Mental health/emotional wellbeing		Domestic violence/abuse	
Physical health		Drug/alcohol use/addiction	
Education/training		Sex work	
Employment/volunteering		Abuse/trauma	
Changes in behaviour/thinking/attitude		Self harm	

Is there anything else you have talked with your mentor about? If so what?

What has been the most helpful thing about working with your mentor?

How could the support be improved?

Appendix 4: CCN Leaflet for professionals and volunteers

How do I become a CCN Mentor?

To become a volunteer mentor with CCN you will need to:

- Be over 25 years old
- Understand and accept the interdenominational ethos of CCN
- Be able to work with offenders in a non-judgemental, authoritative but friendly manner
- Have excellent listening & communication skills
- Be well organised, reliable and resourceful
- Be able to work independently and as part of a team
- Have basic computer skills
- Understand confidentiality



Volunteers are required to attend a series of six initial training sessions before being accepted as mentors.

How else can I get involved with CCN?

We are appreciative of your prayers of support for our work.

We welcome financial contributions – a one off gift or regular donations are always gratefully received.

If you are involved with an organisation offering support to ex-offenders and their families please contact us if you are interested in partnering or co-operating with CCN.

We offer free presentations about CCN to church and community groups, professional teams and anyone who is interested to hear more about our work.

Contact CCN Project Leader
Melanie Wheeler:

☎ 07710303909

@ manager@norfolkchaplaincy.org.uk

🌐 www.norfolkchaplaincy.org.uk

📘 communitychaplaincynorfolk



Supporting ex-offenders to rebuild their lives
www.norfolkchaplaincy.org.uk



Community Chaplaincy Norfolk (CCN) is a Christian charity, registered with the Charity Commission.

We provide Volunteer Mentors for ex-offenders of all faiths and none, supporting them to rebuild their lives after prison.

REGISTERED CHARITY NUMBER 1180579

How does it work?

Based on a model established by national organisation, Community Chaplaincy Association, Community Chaplaincy Norfolk employs a Project Leader to recruit, train and support volunteer mentors, assess potential clients, liaise with the prison authorities, probation and other relevant agencies and to allocate clients to mentors.

We are based at the warm and welcoming St Stephen's Church in Norwich City Centre.



"This has been one of the best things I've found to help with rehabilitation...I don't think I'd have made it on my own if I'm honest"

CCN Client

The Client Journey

Our work is not time limited. Once accepted as a CCN client, a mentor will meet the client several times in prison prior to release, to build up a relationship and identify the kinds of support they will need to achieve their goals.

On the day of discharge, we try to meet each client at the gate and accompany them to accommodation, probation or other appointments. This is followed by regular appointments with their mentor to discuss progress and work through any challenges. Using a secure database, records are made of each visit.

"It's just helping that person to walk life's journey, really"
CCN Mentor



The Wider Community

Norfolk has a rich diversity of services available to help clients with applying for benefits, support agencies for addictions, and opportunities for voluntary positions, positive activities, training, education or work. Mentors are there to sign post clients to these agencies and explore options with them.



A Christian ethos – Open to all

CCN is not part of the prison system and, while it is "faith based", it is not attached to any one denomination.

We welcome clients and mentors of all faiths and none.

Appendix 5: CCN Leaflet for potential clients

If you would like to hear more about this service, please fill in the referral form then send it to the Chaplaincy Department. The Community Chaplaincy Project Leader will come and see you.

Today's date:	
Prison:	
Name:	
Prison Number:	
Wing & Cell No:	
Release Date:	

The Project Leader for Community Chaplaincy-Norfolk is not employed by the Prison Service and works part time. However, once we receive your application we will come and see you as quickly as possible to assess your suitability for the scheme.

If you think this is just what you need, speak to anyone at the Chaplaincy, OMU or Probation.



Supporting ex-offenders to rebuild their lives
www.norfolkchaplains.org.uk

Community Chaplaincies are attached to lots of prisons in the UK and are staffed by volunteers who offer all sorts of advice when you are planning for release and making changes.



Supporting ex-offenders to rebuild their lives
www.norfolkchaplains.org.uk



Do you want to make this your last visit to prison?
Would you like some help to make this happen?
Why not meet up with someone who can discuss your plans for your future while you are here and then continue to meet with you when you leave prison?
We have volunteer mentors who can support you while you build a new life for yourself.

How does it work?

Community Chaplaincy Norfolk mentors are volunteers who will give what help they can to sort out the problems and difficulties that you may meet when you leave prison.

CCN mentors want to see you get settled, avoid further offences and live the life you want to live. They do not work for any government agency, but with your permission, they will work with your Probation Officer to help you get the best out of your life.

They can also help and advise you about getting benefits, sorting your finances and getting into training or work. They can give advice about leisure and lifestyle choices.

Your mentor will give you support and sound advice, for as long as it takes, until you are feeling more confident about yourself and your future.



So, what do you have to do?

If you think this could help you to avoid committing further offences and returning to prison, ask one of the prison chaplains to put you in touch with us. Someone from Community Chaplaincy Norfolk will come and talk to you about your plans for when you leave prison. Then your own volunteer mentor will come and see you two or three times before your discharge day. When you are released, they will offer to meet you at the prison gate and support you in the process of getting resettled into life on the outside.

You can decide whether you want assistance for a couple of weeks or a couple of years. We are here to support you as you build a new life for yourself, for as long as it takes.

This is a partnership where you can ask questions, listen, discuss and then decide for yourself what to do. It's your life!

From prison to the world outside can be a big step. If you face the future with a heap of good intentions about a different sort of life, it can be a bit lonely at times. So make sure you get all the help you can.

